

# Housing Matters

Your holiday refuse and recycling dates

News from your Council

Our Green Plan is taking shape



Your fire safety update

Get ready to change4life in the new year

Go green with your community garden club

Financial support this winter



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



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## Hello

Welcome to the Winter issue of Housing Matters where you can find information on the support available to help with paying your fuel and energy bills this winter, as well as articles on this edition's theme – Sustainability.

The Council has an ambitious Green Plan and has committed to being carbon neutral by 2030. However, we can't do it alone.

Residents can help play their part in a number of ways, including recycling responsibly, taking fewer car journeys and, most importantly, sharing your ideas on our proposed plans. Keep your eye out over the coming months for consultations on our air quality, biodiversity and climate change action plans and have your say.

Our homes are one of the biggest emitters of carbon and greenhouse gases so it's important we put our carbon zero ambitions front and centre of our Capital Programme. To ensure the improvements we are currently making to your homes make them fit for the future, we are looking at carrying out Net Carbon Zero feasibility studies across the borough.

These studies take an in-depth look at individual properties, focusing on the way the property is heated, how you get your hot water, what fossil fuels are being used and how we can reduce heat loss.

The information from these studies helps us determine ways in which we can improve the energy efficiency of the whole building. Some of the solutions that we are exploring include things like air source heat pumps, hybrid systems, improved apartment ventilation and technologies which convert sunlight into electrical energy.

The studies also give us an estimate of what any potential changes would do to your energy bills.

Once we have all of this information, we intend to consult with residents, and you can help us decide what measures you would like to see in your homes. I hope when the time comes, you all take the opportunity to get involved in these conversations and give your opinion so together we can make Kensington and Chelsea a truly sustainable borough now, and for generations to come.

Cllr Kim Taylor-Smith  
Deputy Leader of the Council

This advice is correct at the date of publication but will be subject to change in line with developing government guidance. Please visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) for latest updates.

# News in Brief

## Housing Response Contact Centre opening times over Christmas and New Year

Date	Housing Response Contact Centre	Housing Response Public Receptions
Friday 24 December 2021	8am to 3pm	9am to 3pm
Monday 27 December 2021	Public Holiday	Public Holiday
Tuesday 28 December 2021	Public Holiday	Public Holiday
Wednesday 29 December 2021	8am to 6pm	9am to 5pm
Thursday 30 December 2021	8am to 6pm	9am to 5pm
Friday 31 December 2021	8am to 3pm	9am to 3pm
Monday 3 January 2022	Public Holiday	Public Holiday
Tuesday 4 January 2022	8am to 6pm	9am to 5pm

The Housing Response Contact Centre operates from 8am to 6pm Monday to Friday. If you have an emergency outside of these hours, please call our out of hours service on **0800 137 111**. Our receptions are located at The Network Hub 292a Kensal Road, W10 5BE and Blantyre Office, Blantyre Street, SW10 4AT.

## Boost your immunity this winter

Boost your immunity this winter with the free NHS flu vaccination.

Flu and COVID-19 can both be life-threatening and spread more easily in winter, when we are all crowded together inside.

Having a vaccine is the most effective way to boost our natural immunity and protect ourselves, and our loved ones from the harmful effects of flu, and COVID-19 this winter as we learn to live with both viruses.

Find out more about the flu vaccination by going to **www.rbkc.gov.uk** and searching Flu. Find out more about the COVID-19 booster by going to **www.rbkc.gov.uk** and searching Covid FAQs.



Our latest annual report, which gives an open, transparent and honest account of how our Housing Management service is performing, is now available on the website. Visit **www.rbkc.gov.uk/housing** and click on 'Housing consultations and policy'.

## Here if you need us

If you need our help in any way, please call us on **0800 137 111** or email **hm-customerservices@rbkc.gov.uk**. You can find the full details of the Government's latest guidance on Coronavirus at **www.gov.uk/coronavirus**.

# Green plans are taking shape

At the Council, we want Kensington and Chelsea to be one of the best places to live for future generations, which is why we have set ambitious targets in our Green Plan to protect our environment. These targets include becoming a carbon neutral council by 2030 and a carbon neutral borough by 2040.

Our housing stock contributes to over 50 per cent of the borough's carbon emissions so its important we take action as soon as possible to improve the energy efficiency of our homes.



**12.37** per cent of residents in Kensington and Chelsea are at risk of fuel poverty, and this number is likely to increase as fossil fuels get more expensive.

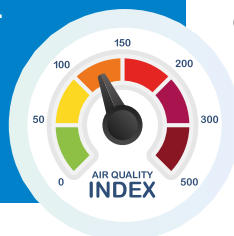
We are upgrading to more reliable and future-proof sources of energy from green renewable sources as well as refurbishing homes.

## What we are doing

We are undertaking improvements across all our housing stock to ensure tenants have a warm, safe and modern home. This includes retrofitting properties to help them become more energy efficient by installing double-glazed windows, LED lighting, and upgrading floor, roof and wall insulation, where possible. As part of our sustainability action plan, we are investigating opportunities to: upgrade our communal heating plants, install ventilation systems to improve air quality and address overheating, and switch residents' energy supply from gas to low carbon sources.

The whole of Kensington and Chelsea is an Air Quality Management Area, meaning it has high levels of air pollution.

We are increasing active travel opportunities for residents, installing increased green infrastructure, and reducing exposure to air pollution through initiatives like School Streets where we temporarily remove motor traffic outside schools.



## What this means for you

The work we are undertaking will not only make your home more environmentally friendly but will also help reduce your energy bills.

## How you can help

Steps you can take to play your part in the fight against climate change include walking and cycling more, recycling and composting waste, using energy-saving lightbulbs and ensuring electrical items are turned off, rather than just placed on standby.



# JARGON BUSTER

## Sustainability -

**'Meeting our own current needs without compromising the ability of future generations to meet theirs.'**

There are three pillars:

1. Environmental
2. Economic
3. Social

Sustainability involves balancing all three areas to benefit the local community and environment, while also protecting the whole planet and its resources.

## Climate change

'Carbon emissions and other greenhouse gases are causing the Earth to warm at a growing rate, this then causes extreme weather, or climate change, that threatens people and the planet.'

## Greenhouse gases

'Gases in the Earth's atmosphere that trap heat and contribute to climate change by causing the Earth to warm quickly'

## Carbon-neutral or net-zero carbon

'An overall balance between carbon emissions that we produce and carbon that we remove from the atmosphere.'



## Guide to recycling

Most recycling that we collect can be recycled back into the original material. For example, paper becomes more paper, glass becomes new bottles or windows and plastic bottles can end up reprocessed into plastic toys, garden furniture, or even shoes!



### Yes please!

- ✓ Clean, dry card, cardboard, unshredded paper, newspaper, magazines, junk mail, telephone directories and envelopes.
- ✓ Clean, empty glass containers, bottles and jars.
- ✓ Clean, empty food and drink cartons, cans and tins.
- ✓ Clean, empty plastic bottles, pots, tubs and trays.

### No thanks

- ✗ Food or garden waste.
- ✗ Clothes, shoes or textiles.
- ✗ Carrier bags, polystyrene or cling film.
- ✗ Wood or metal.
- ✗ Nappies.
- ✗ Light bulbs, batteries or aerosol cans.

Once collected, your recyclable material goes to a Materials Recovery Facility (MRF) in Wandsworth where it is sorted into different material types. The materials are then bulked up onto pallets and most are sent to locations in the UK for reprocessing into recycled goods. Some materials are exported because of a shortage of processing need in the UK. These exports are strictly controlled by law and audited by the environment agency.

**The recycling rate in our borough is 28.6 per cent which is lower than the London, and UK, average.**

**We are improving waste facilities and services to make it easier to recycle more.**

# Feeling Potty?

**Calling all Green Thumbs,  
Pot Planters, Ground Breakers  
and Garden Champions!**

**A**re you interested in having a say in what is planted on your estate? Would you like to collaborate with our ground maintenance teams and learn more about plants and gardening?

Our Environmental Team is calling out to interested residents from across the borough, to pilot a new garden club scheme.

The opportunity for you and your neighbours to get creative and help design gardens bursting with colour and scent for next spring is available now!

Don't have a garden? We welcome interest from blocks and street dwellings who would like to incorporate flowering window boxes, pot planters and encourage pride in your street.



Gardening is good for the soul and for social interaction. You can share your flower power by creating a garden club and encouraging participation from your community – newly arrived, elderly or those who live alone. Activities can be built into the group schedule including visits to public gardens and talks from horticulturalists.

The garden clubs will be a collaboration of ideas and initiatives from residents, and staff from the Council's ground maintenance and environmental teams. To find out how you can get involved, contact Patrick Sullivan at [hm-environmentalservices@rbkc.gov.uk](mailto:hm-environmentalservices@rbkc.gov.uk)

## Ice, snow and cold weather – WE'RE READY

**I**t's getting cold out there but don't worry, our Estate Services Team are prepared for dealing with ice and snow this winter. Prior to any icy weather, our growing stock of grit bins on estates will be supplied with rocksalt, ensuring we have a network of supplies ready to put down during a deep freeze. They are also accessible to residents in emergencies should there be any delay in getting round every block at once.

Please note, salting is only carried out during frosty weather when temperatures are below freezing throughout the day, or where snow or ice is present. Our priority is to salt access paths from the entrances of blocks to the

main road and bin stores, and paths on sloped surfaces, or open stairs, where the risk of slipping is highest. Special attention will be given to our Sheltered Sites, where residents are particularly vulnerable.

Please note, we do not salt roadways, parking areas or playgrounds owing to the area of coverage involved. Residents are advised to follow Met Office advice during wintry conditions in the interest of their own safety, and avoid driving by using public transport instead.





# Christmas **collection dates** and recycling your real Christmas tree for composting

There will be no recycling and rubbish collections on

**Monday 27 December, Tuesday 28 December, Monday 3 January 2022.**

If you would normally receive a rubbish and recycling collection on **Monday 27 December** and **Monday 3 January 2022**, your next collections will be on **Thursday 30 December** and **Thursday 6 January 2022**.

If you would normally receive a rubbish and recycling collection on **Tuesday 28 December**, your next collection will be on **Friday 31 December**.

**All other rubbish and recycling collection days will remain the same.**

For more information about collections, please visit [www.rbkc.gov.uk/collections](http://www.rbkc.gov.uk/collections)

## Estates, mansion blocks and flats

If you live on an estate, in a mansion block or flat, your rubbish and recycling is collected from communal bins and mixed recycling banks as normal.

## Food waste collections

If you receive a food waste collection, there will be no changes to your scheduled food waste collections.

For more information about our food waste collection service, visit [www.rbkc.gov.uk/foodrecycling](http://www.rbkc.gov.uk/foodrecycling)

## Garden waste collections

If you are signed up to our garden waste collection service, please note there will be no changes to your scheduled collections.

For more information, and to check your garden waste collection day, please visit [www.rbkc.gov.uk/gardenwaste](http://www.rbkc.gov.uk/gardenwaste)

## Changes to Too Big for the Bin collections

There will be no bulky household waste collections (Too Big for the Bin) on:

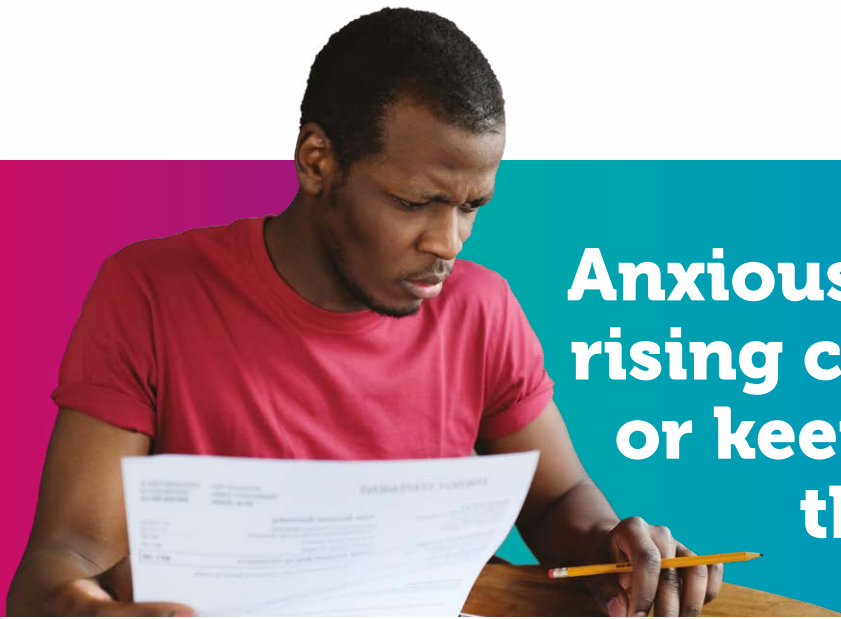
- Monday 27 December
- Tuesday 28 December
- Saturday 1 January 2022
- Monday 3 January 2022.

## And don't forget to recycle your real Christmas tree!

Do your bit for the environment over the festive period by taking advantage of our free real Christmas tree composting scheme.

From **Sunday 2 to Sunday 23 January 2022** you can drop off your real Christmas tree, to be recycled, at locations across the borough.

To check where you can drop off your real tree for composting, please visit [www.rbkc.gov.uk/christmascollections](http://www.rbkc.gov.uk/christmascollections)



# Anxious about the rising cost of food or keeping warm this winter?

If you are struggling to pay your bills, the Council's Financial Inclusion Team can talk you through a range of options available to help you manage your money over the coming months.

## We're here to help.

**D**on't suffer the stress of financial hardship or money management alone.

Getting the most out of your money, making ends meet, paying bills and reducing debt can be stressful, especially with rising fuel and food costs. Our Welfare Advisors can offer tailored advice, set out a plan to help you maximise your income, apply for assistance and even pull in the help of specialist debt advisers if needed.

If you're entitled to any extra benefits, not only will we be able to tell you, but we'll help you apply and give you the best chance of being successful in your claim.

## Help with fuel bills

The Council and Age UK have teamed up to offer advice on applications to the Warm Home Discount and Winter Fuel and Cold Weather payment schemes. If you qualify, you may be eligible for discounts or grants of up to £300.

We're also working with local energy experts the Green Doctors to provide free home energy visits or telephone consultations to help you save money on your fuel bills. The Green Doctors offer guidance on saving energy and reducing fuel bills whilst keeping warm in your home. This includes:



- Impartial advice on switching fuel companies to save money and guidance on finding the best fuel tariffs available.
- Assistance with switching your service, enabling you to access cheaper fuel.
- Help maximising available fuel discounts, applying for schemes and signing up for the Priority Services Register.

The service is available to anyone over the age of 65, on a low income or who has a long-term health condition or disability.

For a FREE home visit or more information from the Green Doctors call **0300 365 5003**, or email **GreenDoctorsLDN@groundwork.org.uk** and an advisor will contact you.



## FOOD PANTRY

## Would cheaper food shopping help you?

**O**ur Food Pantry offers grocery shopping worth between £20 and £30 for only £3.50. You can use it weekly and choose which items you'd like. There are also a range of advice and support services there to help you. This service is available to those living anywhere in Kensington and Chelsea.

To find out more, get in touch with your Income Officer, Neighbourhood Services Coordinator or email [alex.talbot@rbkc.gov.uk](mailto:alex.talbot@rbkc.gov.uk) and a referral can be organised for you.



## Help us, help others.

If you're interested in what we're doing to support and help residents, why not join our resident-led Financial Inclusion Board and help shape our future projects and offerings. Contact us via email on [financialinclusion@rbkc.gov.uk](mailto:financialinclusion@rbkc.gov.uk) for more details.



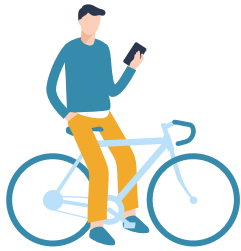
## Need more information?

For further information or to access any of the support mentioned on this page, contact your Welfare Advisor.

In the North – Audrey Giscombe, **020 8964 6095**.

In the South – Jacque Beecham, **020 8964 6089**.

Or email [financialinclusion@rbkc.gov.uk](mailto:financialinclusion@rbkc.gov.uk)



## On your bike!

Adair and Hazlewood Residents' Association Secretary, Rosa, explains how the local community went about spending their Estate Improvement Budget (EIB)...

Each year the Council provides a pot of money for residents to spend on things that improve their block or estate. Here at Adair and Hazlewood Towers on the Kensal New Town estate in North Kensington, we've been reaping the rewards. However, the process can take time and requires a lot of perseverance.

Firstly, the Residents Association (RA) consulted residents on what improvements they thought the estate needed. This was difficult for us this year due to the coronavirus pandemic, which prevented us from meeting face to face. However, to overcome this issue, we used the electronic noticeboards to advertise a way for residents to submit their ideas virtually and worked with the Council's Estate and Environmental Services team to put together a consultation on the final options.

The responses confirmed support for purchasing bike hangars and replacing the badly damaged wooden fence around Adair's garden area with new metal railings to match those of Hazlewood Tower. The materials were ordered but due to the major works being carried out on our tower blocks, we then encountered complications around where the bike hangar could be located, and when the railings could be installed. After many rethinks, dozens of emails, phone calls and

meetings, and a great deal of patience, eight months later we were able to get our projects completed.

Estate and Environmental Services wrote to all residents offering places in the bike hangar and allocated spaces to the first six responses. Feedback from users is that the hangar is really user-friendly and secure, and that it is easier to store bikes on ground level than inside flats where they take up precious space.

Based on my experience at Adair and Hazlewood, it takes huge amounts of time and effort to form and run an RA. But I can honestly say when you help residents come together and achieve something, it's so rewarding.

If you live in Adair or Hazlewood Tower and want to get in touch with your RA, email [towerstogetherw10@gmail.com](mailto:towerstogetherw10@gmail.com)

Interested in forming or joining an Resident Association or Compact?  
[hm-residentengagement@rbkc.gov.uk](mailto:hm-residentengagement@rbkc.gov.uk)

Interested in finding out more about the budget available for your estate?  
[hm-environmentalService@rbkc.gov.uk](mailto:hm-environmentalService@rbkc.gov.uk)

# Get involved at your own level, Margaret did.



As a resident there are lots of ways you can get involved in the way your home is managed. From providing your opinion via consultations and surveys, making your voice heard at meetings, or making decisions as part of a panel, working group or residents group, there is scope for everyone to be involved at their own level.

One of the ways that residents can develop their involvement is through training. Kensington and Chelsea resident Margaret found that taking a course in Housing Management gave her a better understanding of the complexities of the laws that the Council has to abide by and how finances are worked out.

“The Level One Housing Management course is a great way to better understand how social housing can be managed effectively.

The course gives a history of how social housing came about and how it has changed over the years. There is also a clear guide on resident involvement at every stage of the repairs, upgrades and antisocial behaviour handling processes.

I took the course online with sessions each Tuesday and had until Sunday to answer the questions for that week. The best thing I found was that I was able to rewind the session to complete the questionnaire if I

needed to. I took lots of notes during sessions which helped, and we were supported by a really helpful coordinator who guided us through the course. I especially enjoyed the positive relationships the team has with tenants.

It has been an enjoyable experience and I feel I’ll now be able to make more informed decisions and contributions. I’ll be continuing to work with the Council to improve services for all residents.”

**Margaret – Kensington and Chelsea Resident**



Margaret –  
resident of  
Tavistock Crescent

The next Level One Housing Management Course begins on 8 February 2022. Find out more about available courses at [www.phoenixch.org.uk/phoenix-academy](http://www.phoenixch.org.uk/phoenix-academy)

The course is free for Kensington and Chelsea tenants. If you would like more information or help with enrolment please get in touch at [HM-residentengagement@rbkc.gov.uk](mailto:HM-residentengagement@rbkc.gov.uk)

# Keeping you updated

## on fire safety

As a Council we are committed to achieving the highest standards of fire safety and ensuring residents have the necessary information to feel safe in their homes. This includes residents receiving regular updates and information, as the Grenfell Inquiry progresses, on the action taken by the Council to improve fire safety. Three recommendations from the Phase 1 report were specifically aimed at building owners and managers, and recently, the Mayor of London, Sadiq Khan, wrote to all building owners and managers in London, reminding them of the importance of acting upon these recommendations.



### The action the Council has taken relating to these recommendations is as follows:

#### Floor number signage

To assist fire-fighters, the Council has installed floor numbering signage within staircases and lobbies on each floor in all of our buildings over 18 metres. We have started installing signage in buildings between 11 metres and 18 metres, and this will be completed by summer 2022.

#### Inspections of fire doors

The Council is in the penultimate phase of its programme to provide new FD30S-certified flat entrance doors to our housing tenants. These doors are fitted with external self-closing devices which we regularly visually inspect, alongside regular functional checks of the communal fire doors across our housing stock. At present, we check tenant flat entrance fire doors internally at the time of visits by our Visiting Officers (approximately every year to 18 months). We also carried out a pilot study, where we examined the feasibility of carrying

out full flat entrance door checks every three months, as per the recommendation of the Grenfell Tower Inquiry Phase 1 report. This pilot yielded a number of learning points, which we will seek to incorporate into our checking regime going forward.

The Council is now waiting for further direction from central government on how frequently inspections should take place. As stated in our closing statement for Module 3 of the Grenfell Tower Inquiry, the Council would urge the Government to provide the necessary direction as soon as possible.

#### Premises Information Boxes (PIBs)

The Council has installed PIBs on all buildings of six storeys, or 18 metres and over, which include locations of vulnerable residents, floor plans, contact details for the Council and a copy of the fire risk assessment for the block.

Before the end of the year, we will have also installed PIBs on all buildings between 11 and 18 metres.

**Further action the Council has taken to improve the service we provide to residents includes:**

### **Personal emergency evacuation plans (PEEPs)**

To date, we have written to all residents in blocks 11 metres or greater in height to ask whether they want, or need, a PEEP. We have also written to residents who live in blocks where we have changed the evacuation strategy from 'stay put' to 'simultaneous evacuation'. This has resulted in 5,734 homes being contacted in the last year and we plan to continue to write on an annual basis to encourage residents to self-identify where appropriate.



We have sent out fire safety leaflets to all residents, regardless of the height of their building, to inform them how they can get in touch with us to arrange a person-centred fire risk assessment and PEEP. We have also updated our fire safety information for disabled people.

So far, we have completed 356 person-centred fire risk assessments and prepared 195 personal emergency evacuation plans. These plans are building-and person-specific, as we believe it is absolutely vital that all plans are tailored to individual circumstances in this way.



We seek permission from the resident to share risk assessment and PEEP information with London Fire Brigade and provide details of location and nature of vulnerability within the PIB where present.

### **Building Safety Managers**

We have employed a team of 12 full-time staff within the fire safety team, including qualified fire engineers, risk assessors and surveyors, and we have also taken on a Fire Safety Apprentice from the local community.

We have also hired two dedicated Building Safety Managers to look after high-rise residential buildings who act as a dedicated contacts for residents to raise any concerns or issues around fire and building safety. They are also currently working with Resident Associations to produce fire safety training materials for residents.



**Daniel Sheridan**



**Emma Burdett**

**If you have any questions relating to fire safety or would like to raise an issue or problem, please contact [firesafety@rbkc.gov.uk](mailto:firesafety@rbkc.gov.uk).**

It's the most wonderful time of the year...

**but only if you stay safe.**



**As Christmas approaches, many of us will get into the holiday spirit by decorating our homes with trees, fairy lights and candles. However, some of these things can be a fire hazard if we don't take enough care.**

**F**ollow our 12 days of Christmas tips to stay fire safe now, and right throughout the year.

- 1** Have a working smoke alarm fitted on all levels of your property and test your smoke alarm(s) every week.
- 2** Having a real tree for Christmas? Choose one with vibrant green needles that are hard to pull off and a trunk that is sticky to the touch. If a lot of needles fall off, the tree has been cut for too long and has dried out. You should choose another one.
- 3** Never place candles near your Christmas tree or furnishings and ensure they are not left unattended while burning.
- 4** In the event of an emergency occurring during the festive period, you should think about creating a fire escape plan for yourself and your household.
- 5** Always switch your Christmas lights off and unplug them before you go to bed.
- 6** Remember, after drinking alcohol, the risk of accidents occurring in the kitchen can be far greater. Keep safe.

**7** Deck your walls and mantelpieces sensibly. Avoid hanging decorations near candles, fireplaces, Christmas lights, radiators, and heaters.

**8** Decorations in the kitchen should be minimised. Tinsel, garland and lights can be easily ignited if placed too closely to a gas hob.

**9** If you smoke, make sure your smoking material is extinguished before you go to bed.

**10** Use the festive period as a reminder to clean your smoke alarm to remove any build-up of dust within the detector.

**11** Significantly more electrical appliances are used during the festive period, which is why it is important not to overload plug sockets.

**12** Be sure to check on your elderly relatives and neighbours, and help them to keep their homes fire safe during the festive period.

**...and have a wonderful Christmas!**

If you would like some fire safety advice at home, the London Fire Brigade will visit you to carry out a Home Fire Safety Visit and provide you with free safety advice suited to your individual needs and property. They can also fit free smoke alarms, and specialist alarms for people with visual or hearing impairments. For more information, call us on **0800 137 111** or email at **[hm-healthandsafetyteam@rbkc.gov.uk](mailto:hm-healthandsafetyteam@rbkc.gov.uk)**

# Change4Life Clubs



The Kensington and Chelsea Change4Life Service supports expectant parents, children and young people, families, communities, and professionals to find enjoyable ways to eat well and be active where they live, learn and play.

The service offers free Change4Life club programmes, which assists you and your family in finding fun and useful ways to eat well and keep active in your everyday lives. The following clubs are free and available at different times and venues throughout the year:

- **Start 4 Life Clubs** for expectant parents and their birth partners
- **Mini Clubs for children** aged 0-4 years and their parents or carers
- **Kids' Clubs** for children aged 5-11 years and their parents or carers
- **Young People's Clubs** for young people aged 11-18 (up to 25 for young people with a special educational need or disability)

Book your place at one of our free Change4Life clubs or find out more about the wide range of free support on offer:

**Visit [www.family-action.org.uk/change4lifeservice](http://www.family-action.org.uk/change4lifeservice)**

**Call 020 8960 0744**

**Email [change4LifeService@family-action.org.uk](mailto:change4LifeService@family-action.org.uk)**



## You've got mail

Would you like to receive your next Housing Matters by email?

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 on [housing.matters@rbkc.gov.uk](mailto:housing.matters@rbkc.gov.uk) or give us a call on **0800 137 111**.

## We've got mail

We want Housing Matters to be a useful and informative magazine for our residents. We also want it to include stories from you! If you'd like to contribute an article, give us feedback on what you like or don't like, or let us know about what you want to see in the next edition, please get in touch!



# 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

### 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)

### 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

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