

# Housing Matters

News from your Council



**Find out what happened at the Residents' Summit**

**Building safety – have your say**

**Find help with money worries**

**Fly-tipping – a costly mess**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



Welcome from Cllr Sof McVeigh	2
Festive Arrangements	3
Grenfell memorial report	4
Major works update	5/6
Building safety	7
Financial support	8/9
Community Chest	10
Domestic Abuse	11
Residents' Summit	12/13
Got a spare room?	14
Fly-tipping	15
Home ownership	16
Leasehold insurance	17
Have your say	18
New homes for Key Workers	19

## Hello

In September, I was delighted to be appointed as the new Lead Councillor for Housing. Can I just take this opportunity to say a huge thank you to Kim for the past six years.

Housing is a huge portfolio, accountable for the upkeep and safety of our 9,000 homes; responsible for our New Homes Programme and also ensuring that the 3,000 residents we have in Temporary Accommodation are treated fairly and found decent housing. Safe to say it's been a very steep learning curve!

However, it is a challenge that I am fully embracing, and I come to the role following a year in Communities where I had the chance to meet so many incredible volunteers and community groups that do so much for people living here. I have lived in North Kensington for over 25 years and was involved in the relief effort following the Grenfell tragedy through Rugby Portobello. You can read more about the Grenfell memorial on page 4.

I feel that to understand this role, it is vital to get out of the office and into our communities and, as such, I have spent a major part of my first weeks out and about on our estates.

What has really struck me in these visits, is the huge variety of homes we have within our Council stock. We have large estates like Lancaster West and World's End, alongside standalone street properties, old estates like Campden Houses and now the newest in Kelso Cochrane House. And in each of these different 9,000 homes, every single resident's life and experience is unique and different too. I think as a Council, sometimes we miss this and try to do a one-size-fits all approach. Of course, this makes sense from a fairness point of view, but sometimes it can miss the nuances and individuality of the different lives and needs everyone has.

Finally, it was great to attend the Residents' Summit in October. With over 200 residents in attendance, it was a fantastic opportunity to meet lots of you, to hear what is good in housing, what is not and what frankly needs to be way better. For those who didn't attend, you can find out more about the event later in this issue.

Cllr Sof McVeigh

Lead Member for Housing Management,  
Housing Safety and Building New Homes



### 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.**

## Christmas and New Year arrangements

Date	Opening Hours
22 December 2023	8am to 6pm all repairs. 6pm onwards emergencies only
23 to 26 December 2023	24 hours - emergencies only
27 to 29 December 2023	8am to 6pm all repairs. 6pm onwards emergencies only
30 December to 1 January 2024	24 hours - emergencies only
2 to 3 January 2024	8am to 6pm all repairs. 6pm onwards emergencies only

**Contact Centre - 0800 137 111**

### Neighbourhood Management public receptions

Our neighbourhood offices will close on the public holidays 25 and 26 December and 1 January.

## Christmas tree recycling and waste collection

If you have a real Christmas tree this year, the most environmentally friendly way to dispose of it is to compost it. However, if you can't do that yourself, we can help. Our Christmas tree drop-off points will run from **Tuesday 2 January until Sunday 21 January 2024**, or home collections will take place from **Tuesday 2 January until Friday 19 January 2024**. Find out more by visiting [www.rbkc.gov.uk/xmas-tree-recycling](http://www.rbkc.gov.uk/xmas-tree-recycling).

We do not collect rubbish or recycling on Christmas Day, Boxing Day or New Year's Day. If your usual collection day falls on one of these days, please hold on to your rubbish and put it out on your next scheduled collection day.

## Don't lose your vote, register today

The next Mayor of London and London Assembly elections will take place on **Thursday 2 May 2024**. If you want to have your say, you must be registered to vote.

To register online, visit [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

You can register if you are:

- 16 years-old or over (but you cannot vote until you are 18 years-old)
- a British, Irish, European Union or qualifying Commonwealth citizen

Please remember you will need to show a valid photo ID at the polling station. To find more information about voter ID, visit [www.electoralcommission.org.uk](http://www.electoralcommission.org.uk)



### Save the date – meet the Ombudsman

The Housing Ombudsman will be hosting an event for RBKC residents on **Tuesday 19 March**. If you would like to come along and understand how the Housing Ombudsman Service works, please hold the date. Keep an eye out for more information nearer the time.

# Remembering Grenfell

**F**ollowing the Grenfell Tower tragedy, a memorial commission was set up to ensure that the bereaved families, survivors and North Kensington residents lead decision-making on the long-term future of the Grenfell Tower site.

In November, the Grenfell Tower Memorial Commission released its report 'Remembering Grenfell' which set out some of the guiding principles, and suggestions for how a suitable, lasting memorial could look.

Copies of the report are available in lots of locations around the north of the borough, including our offices at Baseline Studios. You'll find links to the report in a range of languages and an audio recording read by community representatives Hanan Wahabi and Susan Al-Safadi, at the memorial commission's website [www.grenfelltowermemorial.co.uk/report2023](http://www.grenfelltowermemorial.co.uk/report2023) (or via the qr code), as well as a full list of locations where you can pick up a paper copy.



**Cllr Elizabeth Campbell**, leader of Kensington and Chelsea Council, reaffirmed the Council's commitment to remembering the lives lost at Grenfell. Speaking as the Grenfell Tower Memorial Commission released its report, she said:

.....  
"It is vital that families and local communities continue to have the time, space, and support to make their own choice, and the memorial commission has been instrumental in bringing people together. The report is a welcome sign of progress on the journey to a truly meaningful and lasting memorial, and the Council is ready to support any work that enables a memorial to be established, if asked to do so by those involved.

"The report is a stark reminder of the magnitude of the tragedy and the painful loss experienced by the families of the 72 who lost their lives.

"It also really explores in detail the different views and themes emerging. One thing that struck me specifically though, is the fear that somehow Grenfell could be forgotten. I want to be clear, the organisation I lead will never forget and will do all it can to make sure nobody forgets – ever.

"However the memorial plans develop, we will honour our commitments to change, our commitments to support bereaved and survivors, and our commitments to improve lives, safety and housing in our communities. The Council will always be sorry for the part it played in allowing the tragedy to happen. It is a tragedy that must never happen again."  
.....

# Major Works Update



**Peta Caine**

– Assistant Director,  
Property Services

As we come to the end of another busy year, I am once again extremely proud of all the great work our teams have completed over the last 12 months. From fitting new-fire doors and windows, over 630 this year alone and more than 3,800 since 2020, to redecorating hallways and upgrading electrical and heating systems. We know we have to keep up the pace and have a lot more to do.

In this edition, I invite you to consider joining one of our working groups, the Resident Safety Panel. As a resident, meeting monthly with the Building Safety and Resident Safety Managers and other key figures in Housing Management, your honest and thoughtful feedback will help us find solutions to topics like health and safety, building safety, and the Building Safety Act. To join the group or find out more, please email [derrick.samuel@rbkc.gov.uk](mailto:derrick.samuel@rbkc.gov.uk).

For now, I hope everyone enjoys the festive period and has a happy and healthy new year!

## Swinbrook

Our Major Works team has been working with our partners Amber Construction to carry out some much-needed improvements on the estate. We recently spoke to Cynthia Dize, a member of the Swinbrook Estate Resident Association to get her thoughts on the work so far:

“Now that work has started, we still have concerns, but setting up an advisory group has been helpful in making sure that issues are aired as they arise. A mix of tenants and leaseholders meet monthly with Council officers and, most importantly, Amber Construction. This means that we can talk to the company directly and get clear answers to what are sometimes technical questions with no middle person.

“We are a large estate, and not everyone can attend monthly meetings, so a weekly drop-in session is also available as well as a regular newsletter giving a progress update and the contact details for the Amber staff. This is delivered by hand to every address.



“Most of us think the model of this three-way communication – residents, Council, and builders – gives the best chance of a good outcome when major estate-wide works are being carried out.”

### Site arrangements over the festive period

For those who are living on or close to an estate undergoing major works, please be aware that the construction sites will be closed.

## A new look for the Henry Dickens Estate

**As we approach the end of the year, we also near the completion of a much-needed makeover for the Henry Dickens Estate with work expected to be finished by the end of January 2024.**

Having started work in November 2022, the team had an ambitious list of things that needed to be done to deliver the improvements needed. This included fitting new double-glazed UPVC windows to 11 of the low-rise blocks, fitting extractor fans to kitchens and bathrooms, redecorating communal areas and balcony panels and carrying out concrete and brick repairs to the building.

Along with support from the contractor Amber Construction, we have been able to host several events for residents to enjoy over the last 12 months—one of the most popular being the 70th Anniversary Funday held in July. The Amber team provided support in setting up the event and supplied the ever-popular fish and chips for all to enjoy!



Front of Henry Dickens Estate



Rear of Henry Dickens Estate

The Residents' Association has been at the heart of this project ensuring that improvements are delivered in the best possible way. We have met with them monthly, and hosted weekly coffee mornings for all to attend.

If you have any questions or want to know more about any of our major works projects, please email the delivery team at [capital.investment@rbkc.gov.uk](mailto:capital.investment@rbkc.gov.uk).

## Meet the team

**Say hello to our two Mechanical and Electrical Capital Delivery Managers:**



### **Roger Ward**

Roger brings passion and more than 30 years of experience to his role as Delivery Manager. He is committed to nurturing a high-performing team that consistently delivers

projects on time and to a high standard. Roger is overseeing the start of the major refurbishment programme on the Silchester Estate.



### **Phil Francis**

Phil joined the Council in December 2018, and moved up to the Capital Delivery Manager role in September 2020. Phil currently manages a team of experienced project managers. He oversees the smooth

running of projects such as replacing door entry systems, rising and lateral mains upgrades, CCTV installation, wet riser systems, smoke and heat alarm systems as well as other specialist projects.

## The Building Safety Act – What have we done so far?

Our Building Safety Managers are busy putting together building safety cases for all of our high rise buildings. A building safety case is a document required by the Building Safety Act 2022 which identifies an individual building's safety risks, and how they are being managed.

Those living in any of the buildings listed below may already be familiar with your dedicated Building Safety Manager, however, for those who aren't, we have grouped each of our high-rise buildings/those over seven storeys and listed the dedicated Building Safety Manager for each.

If you have anything you would like to ask or bring to their attention, you can send them an email at [buildingsafetymanager@rbkc.gov.uk](mailto:buildingsafetymanager@rbkc.gov.uk)

### Daniel Sheridan

Adair Tower | Elm Park Gardens | Elm Park House | Gilray House |  
Hazlewood Tower | Lacland House | Milman's House | Riley House |  
Jean Darling House | Chelsea Farm House | Trellick Tower | Oxford Gardens |  
Lancaster Road

### Mickey Power

Ashburnham Tower | Berenger Tower | Blantyre Tower | Chelsea Reach Tower |  
Dartrey Tower | Greaves Tower | Lonsdale House | Lowerwood Court |  
Raymede Tower | Burgess Field | Nursery Lane | Tavistock Road | Whistler Tower

### Tina Mistry

Broadwood Terrace | Carton House | Chesterton Square | Dixon House |  
Finstead House | 59 Wornington Road | 61 Wornington Road | King Charles House |  
Markland House | Marley House | Whitchurch House | Blechynden House |  
Hesketh Place | Runcorn Place | Whitstable House



## We want to hear from you!

As part of our response to the Building Safety Act, our Building Safety Managers are working with residents to create tailored engagement strategies for each of the high-rise blocks we manage. These will outline how, why and when we will be engaging with you on all things relating to the safety of your home.

We've started initial drafts of these strategies and would love to hear your views so we can ensure that it is a clear and concise document that everyone feels comfortable reading and understanding.

If you would like to get involved by reviewing our strategies, please email our building safety managers at [buildingsafetymanager@rbkc.gov.uk](mailto:buildingsafetymanager@rbkc.gov.uk)



## Winter money worries?

Are you worrying about money over the colder months? Finding that your cash isn't stretching far enough? Missing meals or turning off the heating to save the pounds?



We may be able to help. In emergency situations, residents can apply for support with food and fuel bills. Talk to one of our friendly Customer Services team members on **0800 137 111** or email **HM-CustomerServices@rbkc.gov.uk** and see if we can help. Several of our charity partners also offer advice and financial support.

**Age UK – 020 8969 9105**

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

**Citizens Advice – 0808 2787 982**

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

**Nucleus Legal Advice Centre**

**- 020 7351 5749**

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

## Money Wise

We're working with Octavia to provide three-day courses to help you better manage your finances. Join a Money Wise course to learn handy tips to help you save money, spot a good bargain, and improve your understanding of energy usage.

Come along, buff your number-crunching skills, learn about energy usage, how to find the best deals and make your money go further. You can earn up to £30 in shopping vouchers by attending, and we provide a hot lunch.

Places are limited so booking is essential – make sure you register before the deadline.

### Course dates:

Tuesday 30 January, Thursday 1 and Friday 2 February 2024 (register by Thursday 25 January)

Tuesday 12 March, Thursday 14 and Friday 15 March 2024 (register by Thursday 7 March)

### Venue:

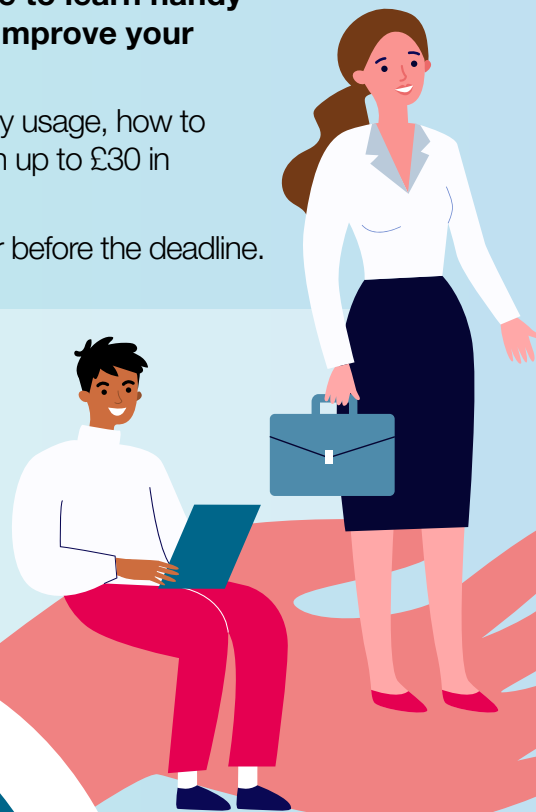
The Reed, 28 Convent Gardens, W11 1NH

Each session runs from 10am to 2.15pm

If you're interested, please contact

**housingandemployment@rbkc.gov.uk**

or call **020 7361 2070**.





# Struggling with the cost of living?



## Drop by and talk to us over great coffee

Our Money Café community hub is there to support you with a wide range of financial advice and assistance, or just for a hot cup of good quality coffee. The Money Café opens four times every month from 10am to 4pm, moving around the borough to give all residents easy access.

### First Thursday each month

#### Kensal Resource Centre

W10 5EQ

### Second Friday each month

#### Portobello Club Room

W11 2DL

### First Tuesday each month

#### Silchester Community Rooms

W10 6TZ

### Second Wednesday each month

#### Word's End Community Centre

SW10 ODS

For more details about the financial support and advice available at the Café, please email [financialinclusion@rbkc.gov.uk](mailto:financialinclusion@rbkc.gov.uk) or call **07855 160 940** and a member of the team will be happy to help.

If you are in financial difficulty contact us now for a friendly, non-judgemental chat on **0800 137 111** or email [financialinclusion@rbkc.gov.uk](mailto:financialinclusion@rbkc.gov.uk) or [HM-Rentincome2@rbkc.gov.uk](mailto:HM-Rentincome2@rbkc.gov.uk) and we will get back to you to arrange a mutually suitable time to talk.

## Healthy School Holidays

There's lots for children to do to stay active, eat well and have fun in Kensington and Chelsea during the school holidays. The Holiday Activities and Food Programme (HAF) provides free activities and food for children aged four to 16 who are eligible for free school meals (FSM) or four to 18 for those with special educational needs and disabilities (SEND), during the Christmas holidays. The programme will run from **Friday 22 December to 5 January**.

The holiday clubs offer a wide range of activities, so there's something to suit everyone: sports camps, music, dance, arts & crafts, adventure play, youth clubs, offsite trips and activities for those with SEND. Children will get a free healthy meal and snacks provided to them at the club each day.



If you're eligible for FSM, you can also receive supermarket vouchers during school holidays. The holiday schemes are run by over 30 different community organisations across the borough; you can find the ones located near to your home and make bookings on the Our City website [www.ourcity.org.uk/haf-programme](http://www.ourcity.org.uk/haf-programme)

## Direct Payments

**If you or someone you care for get help from social services, you can apply for direct payments. These let you choose and buy the services you need yourself, instead of getting them from the Council.**

To qualify you must be over 16 and have been assessed by social services as needing care and support services. Residents who can apply include:

- disabled people aged 16 or over (with short or long-term needs)
- disabled parents requiring children's care services
- carers aged 16 or over (including people with parental responsibility for a disabled child)
- elderly people who need community care services

To find out more visit [www.gov.uk/apply-direct-payments](http://www.gov.uk/apply-direct-payments)

## Community Chest

**Have you been inspired to do something that you believe would help bring the community together?**

Perhaps you'd like to run a coffee and cake morning, develop a green space or start a Zumba class.

We know that many of you have some great ideas that simply need a helping hand to get off the ground. To do just that, we've developed a community chest. This is a pot of money which you can apply to for a small grant to support your idea.

Requests for sums between £100 and £500 will be considered and we keep the process as simple as possible. Why not share your ideas with us by getting in touch with the Resident Engagement Team [hm-residentengagement@rbkc.gov.uk](mailto:hm-residentengagement@rbkc.gov.uk) and let us see if we can help.



## Working together for a better future – Social Housing Act project

**We are always working on making our housing services better for residents – and that work is always better when you're involved.**

We are looking for enthusiastic residents to steer and guide our work and bring their experience and insight to help us build better services.

The new Social Housing Act means there's an opportunity for change and we want you to help guide that change to make sure the way we respond to the legislation makes things better for our residents in a meaningful way.

If you're interested in getting involved, or just want to find out a bit more before you commit, please email [housingconsult@rbkc.gov.uk](mailto:housingconsult@rbkc.gov.uk).

# Domestic abuse – it's not just physical

**W**e've worked with residents to develop a new domestic abuse policy for our Housing department. The policy has been updated to include the new broader definition of domestic abuse from the 2021 Domestic Abuse Act. It also sets out a way of working that puts survivors at the centre of our service. Our teams in Housing Management and Housing Needs have been trained to identify signs of abuse and offer support to survivors.

## What is domestic abuse?

Domestic abuse includes:

Physical or sexual abuse

Violent and threatening behaviour

Financial abuse

Controlling and coercive behaviour

Emotional or psychological abuse

The definition we work from includes so-called 'honour'-based violence and technological abuse as well.

## Christmas spike

Sadly, the festive season usually sees a spike in incidents of domestic abuse. If you, or someone you know has been abused, please get in touch with us so we can offer support.

## How can we help?

Our teams have been trained to believe, and work with survivors of abuse in a way that puts their needs and wishes at the heart of the support we offer. You can report abuse to any member of our Housing team.

For more information visit [www.rbkc.gov.uk/housing-domestic-abuse](http://www.rbkc.gov.uk/housing-domestic-abuse) or scan the QR code



If you're a Kensington and Chelsea housing tenant or leaseholder call **0800 137 111**. If you're not and want to find out how we can support you with housing, call our Housing Solutions Team on **020 7361 3008**. All the staff on these phonelines are trained to support you.

## Other support

In an emergency please call 999.

You can get advice and support from Refuge, a national domestic abuse charity, on **0808 2000 247**.

You can access domestic abuse support and domestic abuse advocate services from the Angelou Service.

- Email: [angelou@advancecharity.org.uk](mailto:angelou@advancecharity.org.uk)
- Telephone: **0808 801 0660** (Monday to Friday 10am to 4pm and Wednesday 6pm to 9pm)
- Or **0800 059 0108** (Monday to Friday 10am to 6pm and Thursday 8am to 6pm).

If you are worried that you are abusive or feel that you might commit abuse, you can contact the **Respect Helpline** on **0808 802 4040**.



# Residents' Summit

## It was your day

On Saturday 14 October, the Housing Management Resident Engagement team hosted its third Annual Residents' Summit.

We're pleased to say that this event, co-produced with our residents, was attended by over 250 people who spent the day hearing talks about changes that are occurring across the housing sector and engaging with members of staff from various teams across the department. Director of Housing Management, Doug Goldring spoke and the new Lead member for Housing Councillor Sof McVeigh introduced herself to attendees. With three lively discussion sessions, a mildly chaotic quiz and raffle draw all topped off with a tasty lunch, the summit appeared to be a huge success.



### Iago's view

**Iago Griffith is the Council's Head of Resident Engagement and Partners.**

'Why do we have a Residents' Summit?', asked a new colleague. Well, this summit answered that and proved why it is such an invaluable part of the Housing Management year.

'The Summit is the one occasion when all residents – tenants and leaseholders, from north and south, from large estates and street properties can come together and have an honest conversation about what is going well and what isn't so good. It was wonderful seeing the hall full with over 250 residents, and especially rewarding to see so many of them chatting together with staff, getting answers to queries and personal updates on casework.

'We shared a film summarising last year's event, the key issues that were raised

then, and what actions we have taken as a result. I overheard some really interesting conversations taking place on the tables staffed by our teams; people discussed what works well at the moment, what needs to be improved, and identified what key actions need to be taken to move our housing service forward.

'I am very grateful to the residents who assisted in the planning of the day and am already excited about next year, which we hope will be bigger and better. Please remember this is your Summit, and we would be pleased to hear from anyone who wants to get involved in the planning of this event and others we hold throughout the year, so please contact me with your thoughts at [iago.griffith@rbkc.gov.uk](mailto:iago.griffith@rbkc.gov.uk).'





# Residents' Summit

- A resident's view
- Gaenor Holland-Williams

A lifelong resident of the borough and active within many voluntary groups and organisations, Gaenor is a tireless resident advocate, especially for those who live in street properties.



## Gaenor's view

“It was good to see two hundred or more residents attend the Great Hall for the Residents' Summit.

‘What we really found interesting were the changes to the rules and regulations controlling social housing, laid down by the Government.

‘Doug Goldring, our Director of Housing, informed us of the changes in a clear and interesting way, explaining how the changes will affect us as residents and how that will also impact on Council staff.

‘Importantly, we were able to ask questions, verbally or written and hand them to staff at the time.

‘These changes coming into effect now emerged as a good reminder of the ways in which residents and staff rely upon each other to produce a good housing service. The 'talking tables' of staff from every housing section, clearly identifiable, were very popular, as always.

A welcome addition this year was that, for the first time, there were also staff available to speak to privately, in confidence, on any housing matter.

It was also great to see senior housing management staff, councillors, including the new Lead Member for Housing and Felicity Buchan MP making themselves readily available to talk to.

One of the highlights toward the end of a very busy day was a quiz which invited us to identify landmarks in Kensington and Chelsea. This was so hotly contested it went to not one, but two tie-breakers to find the winners.





# Spare rooms? Spare us a minute

**D**o you have one or more spare bedrooms in your Council property? Would you consider moving to a smaller home? If so, we would like to meet you to discuss the options available to you.

This could be the ideal opportunity to move to a more suitable property in the borough. Perhaps you have family or friends in another area within or outside London? We might be able to help get you closer to them. A smaller home could also mean cheaper bills and less housework.



And, if you do decide this could be the right move for you, our dedicated team will look after you every step of the way, helping you find the new home that meets your needs, paying removal costs and helping you to settle in. Plus, there are cash incentives for each bedroom you free up; your property will then be offered to homeless households that are waiting for a safe, permanent home.

If you're interested, why not give the team a call on **020 7361 3008** or email them **housingmobilityteam@rbkc.gov.uk**. They'll be happy to have a chat and if you would like, arrange a visit on a day and at a time that's convenient for you.



**Accessible homes**  
This team also manages a scheme that helps to make sure our stock of accessible properties, designed for people with disabilities, are occupied by those who need them most. If you live in an accessible home but do not have mobility problems, please get in touch; the team will help you find a more suitable place to live and can advise you about financial incentives.

# Fly-tipping – a costly mess

## What is fly-tipping?

Fly-tipping is the illegal dumping of household or trade waste. It can vary in size, from as little as a single bag of rubbish to domestic items such as furniture and fridges. Not only is it an eye-sore, but it can also contain dangerous materials and costs the Council thousands of pounds each year to clear up.

## What to do if you discover a fly-tip

If you see the offence being committed, please contact the police. Do not approach the fly-tipper or touch the waste, it may be dangerous. If you see someone in the process of fly-tipping report it to [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

If you discover fly-tipped waste, if possible, take a photo or record the incident. Report it to us by calling **0800 137 111**, emailing [HM-customerservices@rbkc.gov.uk](mailto:HM-customerservices@rbkc.gov.uk) or visiting our website [www.rbkc.gov.uk/contact-us/report-problem/report-problem-street](http://www.rbkc.gov.uk/contact-us/report-problem/report-problem-street) providing as much detail as possible.

Fly-tipping is a serious offence, and we will prosecute anyone caught doing it.

## What we do

There are three main ways that we tackle offenders:

- we use state-of-the-art CCTV.
- we have a team of professionals who investigate every case.
- we have the legal power to issue fixed penalty notices to fly-tippers, which can lead to prosecution.

**Nearly 700 tonnes of rubbish have been picked up since the beginning of 2022 at a cost of £251,762 to Council taxpayers.**

## What you can do

There are many ways you can help, these include:

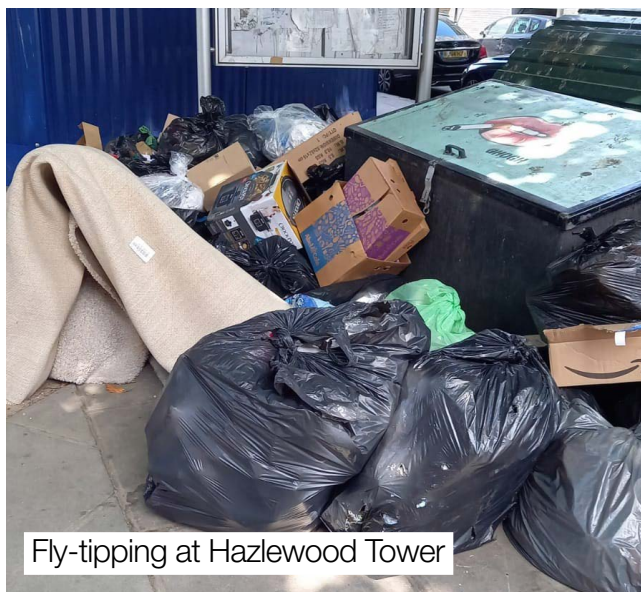
- making sure any workmen you hire dispose of your waste responsibly.
- making sure all your waste is kept secure until it's collected.
- asking to see a Waste Carrier Certificate when using a private company.
- asking a private company where they intend to take the waste.

You can dispose of unwanted items by calling Streetline on **020 7361 3001** or ordering a bulk waste collection for large unwanted items by visiting our website.

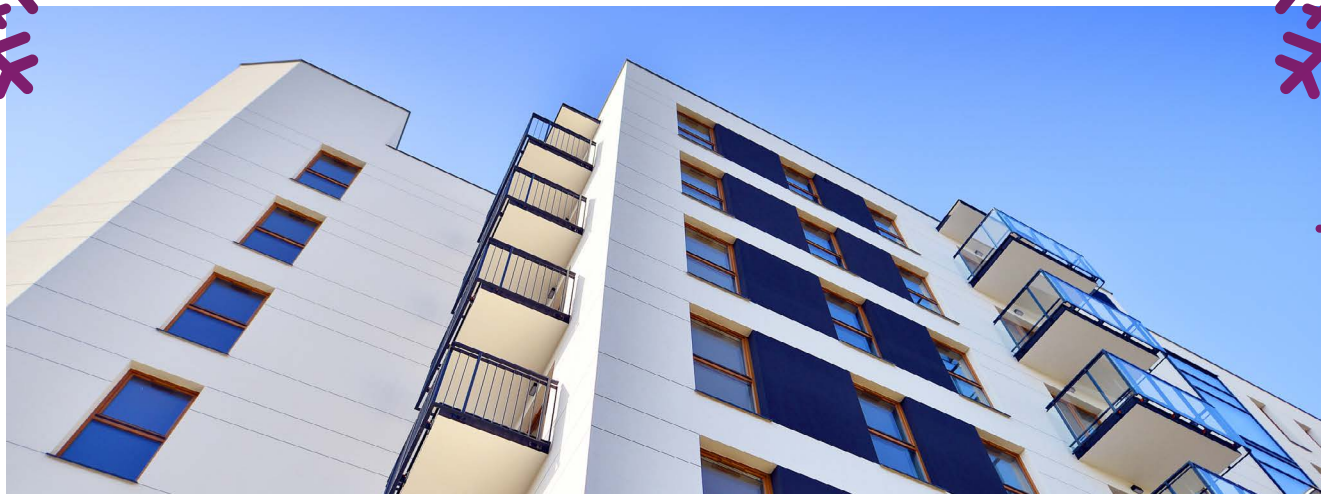
[www.rbkc.gov.uk/specialcollections](http://www.rbkc.gov.uk/specialcollections)



**Four full-time operatives using two 7.5tn trucks keep our borough clear of fly-tipped rubbish.**



Fly-tipping at Hazlewood Tower



## Do you live in a high-rise building and plan alterations to your flat?

In the past you may have needed approval from the Building Control team before making minor or major changes to your flat, altering the internal layout for example, or installing a new fire door.

From 1 October 2023, this process changed for all flats in a building with seven or more storeys or that are 18 metres or higher.

All applications must now be made to the Building Safety Regulator which will administer the approval of applications, inspections and signoffs.

More information can be found here: [www.hse.gov.uk/building-safety/regulator.htm](http://www.hse.gov.uk/building-safety/regulator.htm)

The building control application form for higher-risk buildings can be found here: [www.bit.ly/3SeeDla](http://www.bit.ly/3SeeDla)

And, as before, if you are planning alterations to your flat you will also need to get formal landlord's consent. Further details can be found here at [www.rbkc.gov.uk/leaseholder-alterations](http://www.rbkc.gov.uk/leaseholder-alterations)

### HMO Licensing scheme

Since June 2023, Council leaseholders who are renting their properties as Houses in Multiple Occupation (HMOs) to three or more unrelated occupiers must apply for a license. An HMO is a property where occupants share facilities such as bathrooms, kitchens or toilets.

Failing to obtain a licence in these circumstances can result in severe financial penalties and Section 21 notices of possession will not be valid, so this can be very costly indeed.

Safety standards and regulations will need to be met to ensure the safety of your tenants before a license can be issued.

For enquiries email [HMOlicensing@rbkc.gov.uk](mailto:HMOlicensing@rbkc.gov.uk)

Alternatively, search HMO on our home page for more information and to apply.







## Leasehold insurance contract out to tender

**The Council's leasehold insurance contract is currently being tendered for 1 April 2024. Leaseholders were contacted by the Council back in July before the tender was launched on 1 September as part of a statutory consultation via a Section 20 Notice of Intention.**

When the tendering process is complete in the New Year, we will once again write asking leaseholders to let us know their thoughts and opinions.

We plan to announce the winning tender in the spring.

Our aim is to get the best cover for the best price and make sure leaseholders get value for money.

## Fusus CCTV technology trial



We know many of you value our CCTV service, and think that it provides a great way to help detect and prevent crime in your neighbourhoods.

Currently when we want to retrieve footage from one of our 900 cameras, a member of staff has to visit the camera site and manually download the footage.

During the autumn we took part in a trial for technology that could beam the footage back to a control room to make it easier to retrieve any that is required.

The company that provides the technology we trialled also provides several other packages, such as artificial intelligence-led CCTV and information-sharing options. We know that due to misreporting in the press, there were concerns that we were going to use these applications, or that live facial recognition technology was involved in our trial – this is not the case.

Our only aim for the trial was to see if we could use technology to access our footage in a more efficient way. We are not interested in any other application.

The trial has now ended, and we will review the usefulness of the technology before consulting with residents about the next steps to improve the CCTV system.

## Consultations

### NHS plans for acute mental health services in Kensington and Chelsea

Give your views about proposed changes to acute mental health services, including moving the Mental Health Crisis Assessment Service from St Charles to the Gordon Hospital in Westminster and keeping the current inpatient beds at St Charles. The Council believes Option 1 keeps the most services in the borough for residents to use. The consultation runs until Tuesday 30 January 2024. To find out more about the options, the Council's view and how to take part go to [www.rbkc.gov.uk/newsroom/nhs-acute-mental-health-consultation](http://www.rbkc.gov.uk/newsroom/nhs-acute-mental-health-consultation) or scan the qr code.

If you have any questions email [nhsnw.acutemhconsultation@nhs.net](mailto:nhsnw.acutemhconsultation@nhs.net) or call **07535 697 364**.



### Share your views on the Council's budget

Like many councils, we are facing financial pressures and there will be some difficult choices ahead as we look to balance the books. That's why it's important to help us shape our financial priorities in the overall budget.

The draft budget proposals set out details of our spending and savings plan to ensure we provide value services to our communities. Your feedback will help us deliver a budget that supports our commitment to create a Greener, Safer and Fairer borough for all.

#### How to respond

It only takes a few minutes to have your say. Visit [www.consult.rbkc.gov.uk/resources/budget-2024-25](http://www.consult.rbkc.gov.uk/resources/budget-2024-25) or scan the qr code to read the supporting documents, and respond before the consultation closes on Thursday 21 December. If you have any questions or need help to complete the survey, please email [Liam.McCusker@rbkc.gov.uk](mailto:Liam.McCusker@rbkc.gov.uk).



### Going the extra mile – Mayor's Awards 2024

The Mayor's Awards are an annual opportunity to celebrate the achievements of individuals, groups and organisations that have made an outstanding contribution to life in Kensington and Chelsea. This could be residents running initiatives to improve mental and physical wellbeing, those serving on community forums to strengthen community safety, or champions of culture and heritage in the borough.



**Nominations are now open and close at 5pm on Monday 22 January 2024.**

For further information and to submit a nomination visit [www.rbkc.gov.uk/mayors-awards](http://www.rbkc.gov.uk/mayors-awards)

# Gardening Tips for Winter



Planting bulbs in December isn't too late, as long as the frost hasn't settled yet, and it hasn't snowed. You can also plant in pots if you have a balcony. Glory of the Snow (Forbes' Squill); Crocus; Eastern Cyclamen; Daffodils; Early Bulbous Iris and Snowdrops all work well. And, if it's not too cold, try a few tulips.

You can still plant garlic and onions mid-December for harvesting in mid-June. You can also grow these in containers, planted about six inches apart. Broad beans planted now will be more resistant to black fly than those planted in the spring. You can also check pots are not cracked and look under the edges for slugs and snails. Turn any empty pots upside down and make sure all planted pots have good drainage. Happy gardening!



Please send in pictures of your garden, or if you have any hints and tips you'd like to share please get in touch:

**HM-gardenclub@rbkc.gov.uk**

## Key workers move in as first properties completed in new homes programme

Key workers are moving into brand-new homes in the heart of the community they serve as we delivered the first properties through our new homes programme.

Professionals from sectors including healthcare, teaching and the emergency services are now calling 15-17 Hewer Street in North Kensington home.

The development comprises 10 affordable rented homes for key workers and 10 properties at market rent, all of which boast air-sourced heat pumps, improved insulation and fire safety measures.

**Cllr Sof McVeigh**, Lead Member for Housing, said:

"Key workers are the lifeblood of our borough, and I am proud that we are delivering homes for them right in the heart of the communities that they serve so well. I hope our new residents have many happy years in these wonderful new homes."

**Lilly Joseph**, a key worker resident of Hewer Street, said:

"I am delighted to have been considered to live at Hewer Street. This will be life-changing for me in many ways and allows me to set up home in the borough, providing me with a secure base to continue to serve the people of Kensington and Chelsea."

Hewer Street will soon be joined by Kelso Cochrane House, our second new homes site to reach completion. For more information, visit [www.rbkc.gov.uk/15-17-hewer-street](http://www.rbkc.gov.uk/15-17-hewer-street)

# Housing Matters



## CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



Royal Borough of Kensington and Chelsea  
Town Hall, Hornton Street, W8 7NX



HM-CustomerServices@rbkc.gov.uk



[www.rbkc.gov.uk/housing-management](http://www.rbkc.gov.uk/housing-management)



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## YOUR LOCAL HOUSING OFFICES

### Malton Road Office

2-4 Malton Road  
London W10 5UP  
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.



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