

Kensington and Chelsea's Housing Pack for Care Leavers

**SUPPORT
INFORMATION
BOOKLET**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Introduction

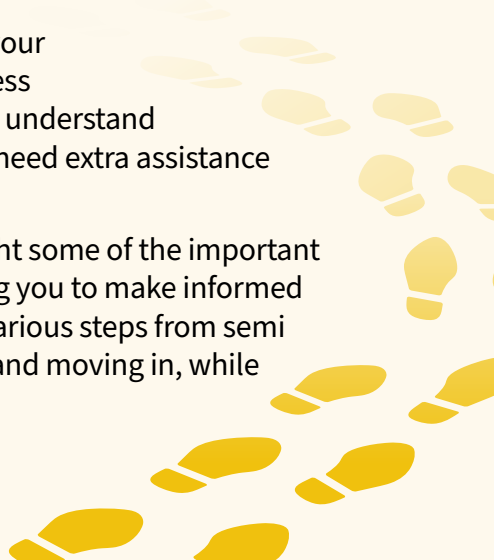
Kensington and Chelsea Council is committed to making sure that, as young people who are getting ready for independence, you have the practical and emotional support needed to obtain and move into your own tenancy at the right time for you. This includes explaining the housing pathway for care leavers, and helping you understand what assistance is available to you to live independently.

As Corporate Parents it is our job to make sure that you are ready for what is next as you take those first steps into becoming independent and managing your own tenancy.

We believe that we all have a responsibility to enable young people who have been in our care to have excellent opportunities as they make the transition into independent adult life. Having appropriate support and access to affordable housing can be key for you as a young adult as you strive to achieve your goals and ambitions in life.

We recognise that while getting ready for your own tenancy you will need support to access longer-term housing. You will need help to understand your options and know where to go if you need extra assistance in the future.

We have designed this guidance to highlight some of the important topics you will need to be aware of, helping you to make informed decisions while you journey through the various steps from semi independence, finding your own tenancy and moving in, while remaining independent and debt free.



The bidding process flowchart

This flowchart will help you understand what steps and information you will need to follow in your bidding process.



Step 1

Agreed timescale in Pathway Plan Review Meeting to decide when Care Leaver is ready to be put forward for their own tenancy.

You must have completed the 'Skills for life course.'

Step 2

Housing Register (HR) and Independent Living Points (ILP) form to be completed by Care Leaver, Support Worker, Personal Adviser or Social Worker.



Step 3

HR and ILP form with supporting evidence to be submitted, scanned, and mailed to Housing Needs to include.

1. Licence agreement
2. Three months' bank statements
3. If you have multiple bank accounts, please ensure bank statements for all accounts are submitted
4. National insurance number
5. Rent income (**please note that you must have zero arrears**)
6. Assessment or supporting letter

Please note that copies of these will be kept on record.



Step 4

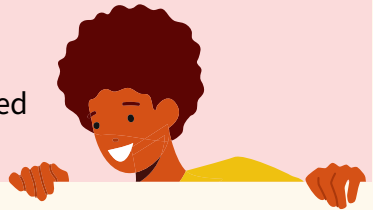
Housing will register you when receiving and processing your paperwork and issue you with a HR (Housing register number).

The process will take around nine weeks to complete.



Step 5

Both the young person and worker informed by letter that they are registered to bid.



Step 6

Support Worker/Personal Adviser/Social Worker will arrange to meet to go through the letter and process of bidding with the young person once the ILP letter is received.



Step 7

Care Leaver to bid for all properties they are eligible for and continue to seek advice from Support Worker if necessary.



Step 8

Support Worker/Personal Adviser/Social Worker to monitor that Care Leaver is bidding for all properties they are eligible to bid for.



Step 9

Please note: Those care leavers that are bidding for studio flats can sometimes also bid for one bedroom flats.



Step 10

You must attend viewings of any properties for which you are shortlisted. Failure to attend viewings will be classed as a refusal of a reasonable offer of accommodation. This is because where others ahead of you on the priority list do not accept a property, an offer could be made to you.

Note if the person above you on the list says no you may be offered the property instead.



Skills 4 life programme

Living independently for the first time is a big challenge. Your personal advisor or social worker are there for you to talk to about this. They will also work with you to help develop your skills and knowledge, so you are prepared for when you are living more independently.

Your Pathway Plan has a section to help identify your skills as well as areas that you may need to work on or require support with.

Key to our approach for you as care leavers is our Skills4life Programme, co-developed by you and staff. It focuses on building skills and confidence in the different areas professionals look at when assessing your ability to live independently.

It also assists empowering you to step confidently into an independent and healthy adult life.

The aim of the Skills4life programme is to improve your resilience and wellbeing while also signposting you to services, so involves sessions focused on money management, which bills to pay first and practical life skills.

Friendly and supportive professional facilitators will help you gain valuable life-skills through interactive and engaging activities.



This is a group programme you must attend for us to nominate you to eventually move into your accommodation. You should ask your social worker or personal adviser to nominate you onto the programme.

Areas covered include:

- ▶ **Cooking and safety in the home**
- ▶ **Advocacy (your rights and entitlements)**
- ▶ **Essential first aid**
- ▶ **MyBank (where you learn all about budgeting and finance)**
- ▶ **Managing your tenancy**
- ▶ **Internet safety**
- ▶ **Community safety and the police**
- ▶ **Health and good hygiene (healthy living)**
- ▶ **Dealing with emergencies (power cuts, leaks, fire etc)**
- ▶ **Accessing services (benefits job centres, education)**
- ▶ **Basic home maintenance (use of electricity, gas, water etc)**



WHAT'S NEXT?

Please ask your social worker or personal adviser for more details.



What you need to know about bidding for your final stage accommodation

The following guidance provides all our care leavers with important information on how housing offers are made and what you need to do.

It covers:

- ▶ Your housing entitlements
- ▶ Bidding
- ▶ Types of offers – direct offers that can be made to you
- ▶ If you refuse an offer
- ▶ Your priority dates and what these will mean for you
- ▶ Frequently asked questions (FAQ)



REACH OUT FOR HELP

This can be a stressful time and it is important that you talk to your social worker, personal advisor or key worker who can help you understand the process.

Your housing entitlement:

As a Care Leaving young person, you are given priority when you are made 'live' to bid on the Housing Register.

Care Leavers that are on the Housing Register are only entitled to studios or bedsits. One-bedroom flats are rarely available for care leavers as they are prioritised for people who have carers and health needs or are couples. **It is important that you do not waste your time** waiting for a property you won't be entitled to as those assessed as needing a one bedroom property and with a higher number of points on the Housing Register will always be selected over you.

Types of offers:

1

Bidding

You see what is available and bid on it.

2

Direct offer

The Council identifies a suitable property based on your needs and what is in your application and makes you an offer.





REFUSALS

Read Housing Allocations Scheme policy about penalties for refusing an offer of suitable housing:

Section 29.22 – The Royal Borough Kensington and Chelsea Allocations Scheme 2023 (Page 90)

Even though you are eligible to bid on the Housing Register you can still be made a direct offer while you are bidding.

If you are shortlisted for a property, the Council's Housing Team will contact you with the viewing details. You must view it within the timescale provided.

If you're unable to do so, or need help, you must contact the Allocations Team. If you do not, this will be counted as a refusal.

Regarding choice-based lettings, the Council considers a refusal to be:

- ▶ a refusal to view a property having submitted a bid for it, without good reason, or
- ▶ a refusal to attend a viewing for a property, without good reason, or
- ▶ a refusal of a suitable property offers.



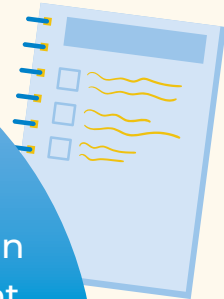
If you refuse three property offers, through either bidding and/or direct offers, your waiting points will be removed for 12 months from the date of your last suitable offer, and your priority date will be changed to the date of your last suitable offer. However, you will keep your main priority points (such as independent living points) and you will still be able to bid for homes and receive direct offers.

Should your waiting points be removed and your priority date is changed, or you believe that an offer is not suitable, you will have a right to request a review of that decision.

It is important to understand that you can refuse **two suitable offers**, but you will have to accept the next suitable offer.

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Please note that if you refuse your direct offers or do not bid for your final stage accommodation, this can also impact your current placement /supported housing and you may be required to move to alternative accommodation, this could be low cost or private renting.





PRIORITY DATES

Whilst applications will no longer be suspended your priority date will change to date of last suitable offer once three suitable offers are refused. This means you will have “lost your position in the queue” and will have to wait much longer.

For example: if you refuse your last offer 01/10/2020 this will be your new priority date going forward.

Frequently asked questions (FAQ)



Why am I getting direct offers?

Direct offers are based on the availability of suitable properties and your position on the Housing Register compared to everyone else waiting for properties of the same size.

If you have very specific requirements regarding your new home, for example mobility issues, the Housing Allocations Team may make you a direct offer if something that meets your needs becomes available and you are the next appropriate match.

Can a direct offer be made while I am bidding?

Yes, this can happen as it depends on housing availability and where you are on the Housing Register. This will count towards the three offers you can receive.

What happens if I refuse my direct offers?

If you refuse your first direct offer you can continue bidding or receive another direct offer until you have received three offers.

Please refer to the penalties for refusing an offer of suitable housing for detailed advice.

Does my bidding on a property and a direct offer count as the same thing if I refuse?

Yes, the same penalties will apply.

What happens if I refuse a property that I bid for after viewing it?

If you bid on a property and you are number 3 on the viewing list but number 1 and number 2 refuse the property, it will then be offered to you. However, if you refuse the property, it will be counted a refusal.

What does priority date mean?

As a Care Leaver young person, you are given priority when you are made 'live' to bid on the Housing Register (HR). This is from your sixteenth birthday if you were in care before that birthday. However, if you came into care after your sixteenth birthday it is from that date.

How does the Priority Date work?

When two or more applicants with the same number of points bid for the same property, the person with the earliest **Priority Date** will be allocated the property. This is because the **Priority Date** indicates who has been in housing need the longest.

For example: Person A has a Priority Date of March 2020 and person B has a Priority Date of February 2021. If they both bid for the same property, the tenancy will go to A because they have been on the Housing waiting list longer.



Moving to your final stage accommodation

This flowchart will help you understand all the forms and notifications you need to complete to move into your final stage accommodation.

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LEARN MORE

Please discuss with your Personal Advisor/Social Worker. There is also a more in-depth checklist, ask your allocated PA/SW/Support Workers to discuss with you when planning for your final stage accommodation.



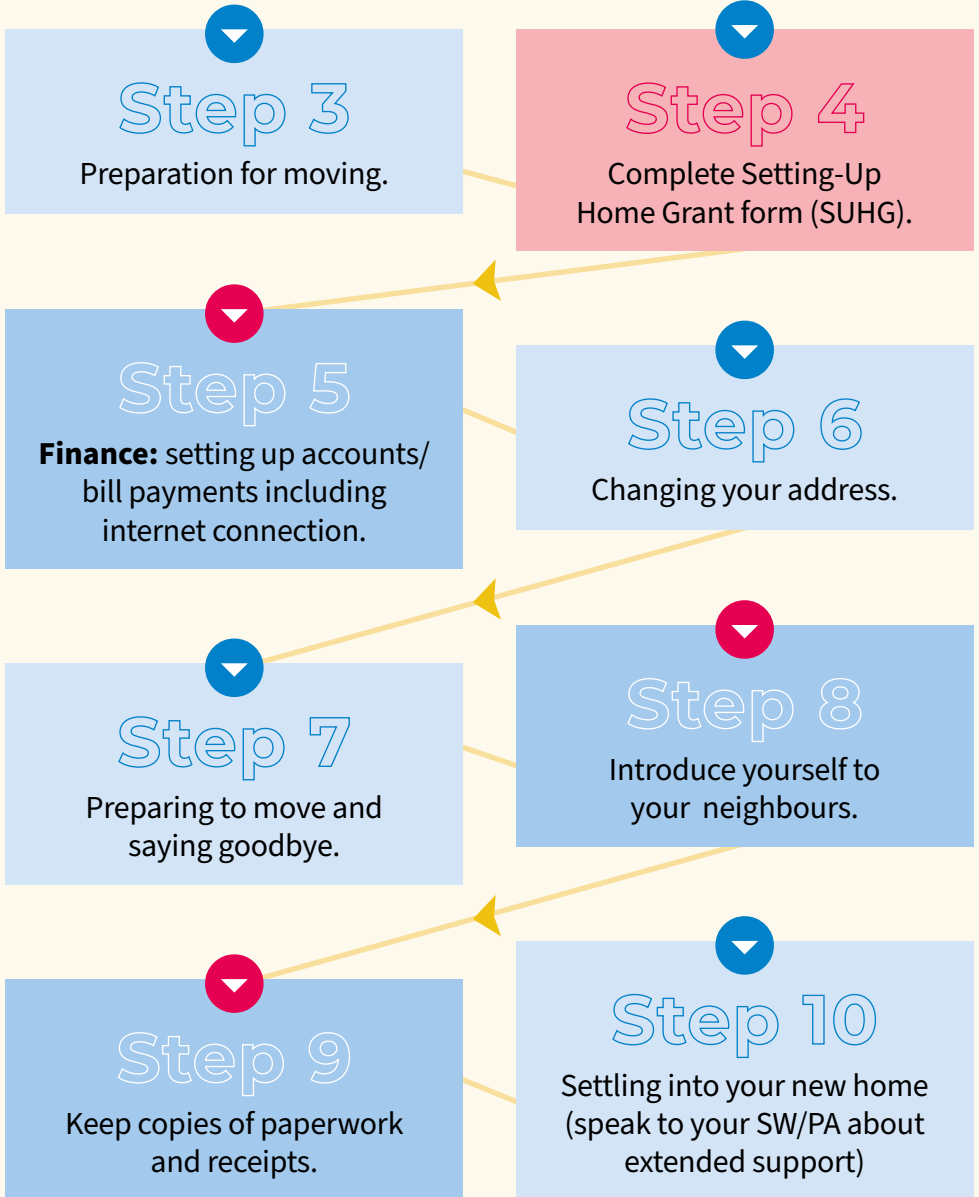
Step 1

Complete and submit HR application with Social Worker, Personal Advisor, or Support Worker.



Step 2

Viewing, bidding and accepting property.



What you need to know and do in preparation for moving:

Moving house can be overwhelming, but it can also be one of the most exciting life transitions anyone could experience, as this signifies a fresh start, a new beginning to your new home. New experiences, new neighbours, and a new environment.

That is why we have created the below guides to help you stay organised, know what needs to be taken care of and to keep everything on track, so that your move is as stress-free as possible.

Consider doing the following:

- 1** If you are in a large property, speak to your worker to see if there is any extra financial support available to help with flooring, window coverings and decorating.
- 2** If necessary, speak to your worker about applying to charities to try and get extra money for other items not covered by your SUHG. ([Setting Up Home Grant](#))
- 3** Alongside your Personal Advisor (PA) and or Social Worker (SW), you will need to ensure you Complete your Setting Up Home Grant form (SUHG) to pay towards your essential household items. ([Please see revised SUHG guidelines and allocations amounts for details](#))

4 Speak to your worker about moving and removal costs.

5 **Important Note:** As appropriate, you should write down any measurements on SUHG form, such as flooring, doorways, windows, fridge, cooker etc.

6 Order your essential items as soon as possible, but make sure decorating and flooring are done. You may not have enough money to do everything at the same time, so, if necessary, prioritise rooms.

7 Check what type of cooker you can have, such as gas or electric.

8 You must use a registered gas engineer to connect your cooker and a qualified plumber to connect your washing machine if they're not already supplied and fitted.

9 You could decide to use the company you purchased the items from to install and fit any appliances.

If you choose an independent engineer to install your appliances you will need to agree a suitable time for installation.

10 If you cannot make the agreed date/time, call in advance to rearrange. **Remember if you miss an appointment, you may be charged.**

11 You will need to be at your new home or arrange for someone to be there to receive any deliveries. It is your responsibility to ensure this is done.





Delivery of appliances/household items:

- 1 Try to arrange the same delivery date for as many items as possible.
- 2 Make sure someone is home for deliveries.
- 3 On delivery, check that there is no damage, scratches, dents etc. If there, are you can refuse to accept delivery, and write the problem on the delivery note.
- 4 To reduce time, you will need to think about other jobs, you might need help with so please check who can help you, or if you need to pay someone to do this, (for example, using the independent contractor to put up shelves, curtain rails/blinds, etc.)

The RBKC setting up home grant (SUHG) guidance explained

As a local authority, Kensington and Chelsea Council has a discretionary setting up home grant payment offer that is used to help care leavers on very low incomes with urgent essential needs including on occasions, the costs of moving home.

The setting up home grant does have some conditions and benchmarks for the funding allocation, which are outlined below.

Setting up Home Grant (SUHG)

When you move into your long-term accommodation you may receive a setting up home grant (SUHG). The amount is discretionary and will vary depending on what type of tenancy you get, the standard of the property and what essential furniture items you may need. **The available grant may be up to £3000 or equivalent in goods already received.** Your social worker or personal advisor will assess with you what you need.



If you obtain a tenancy from Housing Management (the Council) you will receive an Enhanced Offer which includes full decoration, flooring, and white goods as part of the offer. As you will have received some essential items and decoration already you will receive a grant **less than the maximum amount** for remaining essential furniture items.



If you receive a tenancy via a Housing association, you will not get an enhanced offer so may receive a grant up to the maximum of £3000. However please note this is subject to assessment of need.

If you are moving into semi-independent accommodation, which is temporary, and you need some items to furnish it, you may be able to access small amounts from the SUHG earlier.

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HELPFUL INFORMATION

You can access up to £300 for necessary items, but this will come out of your total allowance. You will only be able to buy items once out of this allowance and requests for the same item cannot be covered when you move from one accommodation to another.



Setting up your finances, accounts, and bill payments

Paying your bills on time is an essential skill to learn. If you do not, you could fall behind with payments and that can leave you in debt, affect your credit rating and even risk you losing your home.

If you are struggling to pay your bills, do not ignore the problem, because it will only get worse. Talk to the people you owe money to as soon as you can. They may let you make smaller repayments until your financial situation improves.

It can be difficult to manage bills, especially if they are starting to pile up. That is why we have pulled together a few tips below to help you stay on top of your finances.

Useful tips about managing your finances:


▶ It is very important for you and a good idea for you to work out a budget plan for all your household bills (rent, Council Tax, electricity, water).

▶ This should coincide with your income whether this be weekly, fortnightly, or monthly. This will help you best manage your finances, and help you reduce the risks of you falling into irrecoverable debt.

▶ Decide how you want to pay your bills, for example pay as you go (payment/key card), Standing Order/SO, Direct Debit, or Bank Transfer etc.

▶ Ensure that you contact the relevant company to set up any accounts. **Please remember to give your new address, tenancy start date and date money is to be debited from your account.**

▶ You should check you are not being billed for debt(s) owed by previous tenant. By doing the above you will minimise this happening.



You can also search online for 'USwitch' to find the best deals.

From the beginning of acquiring your property you should prioritise this, as there may be a waiting list for installations.

Important information and guidance on managing your rent

Speak to your worker if you must pay rent in advance and you do not have money for this.

Work out your out your monthly rent: please remember that some months have five weeks.

Always pay your rent, so that you are not evicted.

Council Tax: speak to your worker about paying your Council Tax (including any Care Leavers Council Tax Exemption you may be entitled to).

Gas & electricity

Find out and note who the current gas supplier is, you can obtain this from the housing officer.

You can also Google 'Look After My Bills' to find the cheapest supplier and decide if you want to change your electricity or gas.

Note: When setting up your account, ask for SMART Meters to be installed if they aren't already.

Other useful numbers

Meter Number Helpline: 0870 608 1524

Gas Emergency (if you smell gas): 0800 111 999

Thames Water: 0845 920 0888

Water meter reading

You may on some occasions be expected to have a water meter installed.

When setting up your account, complete online application (either for Water Sure Plus or Water Help) – you might qualify for a discount. Please speak to your social worker or worker about this if you are unsure.

Some useful tips and things for you to know

If you pay attention to your everyday life enough, you will know that you can learn from everything and everyone you come across. Our life is full of useful lessons that we should learn.

Your neighbours

- ▶ Try to introduce yourself to your neighbours.
- ▶ Be aware of noise coming from your home, incl. music; footsteps etc.
- ▶ Speak to your visitors and friends so they respect your home and do not cause you to have issues with neighbours which may contribute to you losing your property.





Paperwork/receipts

Set up an online folder or a paper file to:

- ▶ Keep copies of all payments made to utility bills.
- ▶ Keep your Tenancy Agreement safe, you may require this for future reference.
- ▶ Download copies of Bank Statements, these will have the details of all bills paid from your account.



GET HELP IF YOU FEEL STUCK

Speak to your worker if you need help with this.



Useful things to know including when viewing the property

▶ It is very Important you read all the information from your landlord (i.e., the Council, or Housing Association) to make sure you understand the rules, so you are not in breach of your Tenancy Agreement.

▶ It is especially important to pay your bills on time, not doing so can affect your credit rating. You can download the app Experian or Credit Wise to keep track of this.

▶ Please make sure you make a note (preferably in your phone and keep a list in your kitchen, so visible to others) of all emergency numbers for gas, electricity, housing repairs, and know the name of your Housing and Rent Officer.

▶ If you are eligible, register on the Electoral Register (so you can vote in Elections etc).

▶ As well as your worker, you can also get legal advice from your Local Citizens Advice Bureau (CAB). Speak to your worker to locate the nearest one to you.



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People and place to inform when you move to your new address

You have made the decision to move house. Now it is time to let everyone know! But who exactly should you inform about your move?

Changing your address may seem like an obvious task, but it can get confusing when you need to think about who to tell during the chaos of moving. It is a task easily overlooked.

If you have recently moved, be sure to update your address today. It can keep you from violating the law, protect you from identity thieves, and ensure that you get all the critical correspondence you need. It can also make it easier to obtain credit and open a bank account.



You will need to inform the following people and places of your new address:

- | | |
|---|--------------------------------------|
| ▶ Your bank | ▶ College/University/Student Finance |
| ▶ Employer | ▶ Solicitors |
| ▶ DVLA (If applicable) | ▶ Mobile Phone Company |
| ▶ Hospital | ▶ TV Licence |
| ▶ DWP Job Centre Plus: Universal Credit and Housing Benefit | |

▶ We also advise that you contact the post office to arrange a 3 monthly re direction service for your post (this gives you enough time to contact all of the above.) This is not a free service and will come at a charge so please refer to www.royalmail.com for guidance.

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IMPORTANT INFORMATION

You will also need to:

- ▶ Register with GP in your new area.
- ▶ Register with a dentist and optician (or you can decide to stay with your existing one).



Help to sustain your tenancies and continued support on offer to you

Before you are allocated your final stage accommodation, we in family services alongside housing services will ensure that you are aware of your tenancy obligations, such as paying your rent on time and paying any service charges, keeping the property in a good and clean condition, and behaving in a reasonable manner. We will also talk to you, so you understand the likely consequences of breaching your tenancy conditions.

Sustaining your tenancy requires a range of life skills, access to services and appropriate support at appropriate times.



We hope that you will feel prepared for living on your own successfully but sometimes life can throw up unexpected challenges.

We want to assist you wherever we can in preventing your tenancy from coming to a premature end by providing the necessary information, advice, and support for you to be able to maintain your tenancies.

This will include advice on:

- ▶ Housing Support
- ▶ Money Support
- ▶ Employment Support



Often, the best way to prevent homelessness is to look at the reasons for any problems in a tenancy and see how any underlying issues can be resolved. So, if you are struggling to maintain your tenancy, contacting your Housing Advisor, Social Worker or Personal Advisor, as soon as possible, is really important.

Help from Family Services

We have a proactive duty to support you until the age of 21. However, it's important to note that while contact with your social worker/Personal Advisor after the age of 21 may become less formal than when you were younger, there is a duty for local authorities to keep in touch with care leavers and provide help and support if requested up until you are 25. This could be for a short or longer period depending on your assessed needs. **If you have been out of contact with us for a while you can still request help. If you don't make contact, we will contact you at least on an annual basis thereafter to check in.**

Care Leavers Local Offer

The Care Leavers Local Offer states that you can ask for support up to the age of 25. The offer explains what we will do (legal entitlements) and what we can do (additional discretionary support) to help. It also explains what you can expect from us as a local authority.

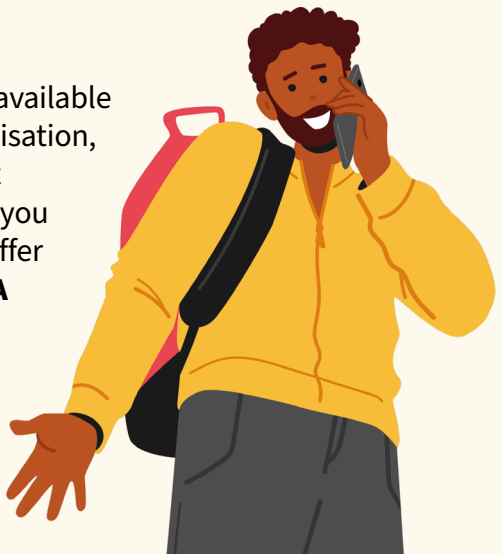
The Care Leavers Local Offer will cover your entitlements to finance, health and wellbeing, relationships, education and training, employment, accommodation, and participation in society. **It is a good idea to ask your social worker or Personal Advisor to show you a copy of this.** You can also find this on the Council website – **A Guide to Leaving Care (Looked after children and leaving care)**. It will help you with understanding if you are getting what you should be.

From the moment you sign your tenancy, we want to reassure you that you can contact us about any difficulties you may experience during your tenancy. It is important that you are not worried or anxious to contact us for help with problems.

Regular contact – we will support you moving into your tenancy and maintain contact if you want us to, through visiting, telephone calls/emails to find out how you are doing. We recognise that you are more likely to confide in us if we put the effort in to build a relationship of trust with you while you are adjusting to the tenancy.

Know what help is available

Knowing what advice and support is available in your local area (e.g. income maximisation, welfare benefits and money and debt advice services) will be crucial where you need specialist help that we cannot offer in-house – **so please contact your PA and social worker for advice.**



Floating support explained

Floating support is broadly defined as housing-related support to help you manage your accommodation. Floating support can be particularly beneficial as their role is focused on ensuring you can maintain your housing but may also involve advocacy for you and helping you to access services.

Please note, this is available depending on spaces at the time of referral so please make sure you plan this with your social worker or Personal Advisor.

Help from Housing

Refer to the housing pack you were given when you signed your tenancy. That should have the details of your Housing Officer.

This should always be your first point of contact for Housing issues. If you need help with this do not forget to contact your social worker or Personal Advisor.

If you have a tenancy with a Housing Association, remember to check with the Housing Officer about where else you can get help and information.

For those of you placed in Council properties the newly relaunched housing website is a good place to start looking for additional help. [Housing | Royal Borough of Kensington and Chelsea \(rbkc.gov.uk\)](https://www.rbkc.gov.uk/housing)

Go to the Housing tab which will lead to a **'paying your rent'** page with how to contact Housing services.

Housing services are also making better use of Instagram to share information, search **'housingmattersrbkc'** on Instagram to find their account. There is lots of local information for you to view there.

Housing services also have a quarterly magazine **Housing Matters** which is delivered directly through your letterbox. It is worth ensuring you are looking through this when it arrives, as it has information about improvement works, community activities as well as information about benefits, how to access additional support provided through their financial inclusion projects (food banks, The Pantry, the Savvy Shopper Bus, Green Doctor etc).

It's important you ensure you know exactly where your local housing office is located. You can always visit anytime to seek help, advice or report a repair.

Please note

You will have a dedicated housing officer that you can contact – the neighbourhood services coordinator – which will be allocated depending on your address.

You can call housing management services on **0800 137 111**. This is also their Out of hours service for emergency repairs. They will direct you to the right person.

If your repair is still not resolved after speaking with someone from the repairs team, the dedicated Neighbourhood Services Coordinator (NSC) can be contacted, who will assist you getting the situation resolved.

If you find yourself in difficulty and falling into arrears, you will also have an income officer who can refer you to welfare and financial support. Please ensure you access this help should you need to.

You will automatically be informed of your key contacts at the time of signing your new tenancy. **Please keep this information safe.**

Advocacy services available to you

An Advocate is an independent specialist who will be able to support and sign-post you to relevant organisations who can help you with your housing needs.

If you find it difficult to understand your care and support, an Advocate will help ensure you are heard; as well as making sure your rights and entitlements being upheld.

An Advocate will:

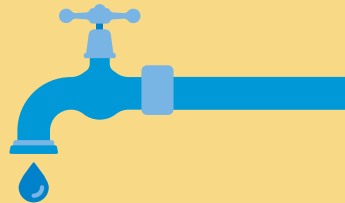
- ▶ Help you to be more involved in important decisions about your life.
- ▶ Support you to communicate your wishes and feelings.
- ▶ Make you aware of your rights.
- ▶ Provide information on what options are available to you.
- ▶ Refer you to services that can help you find your feet (financial services, education services etc.).

Some other useful advice and contacts

Cost of living support and assistance on offer that is available to you.

If you are on Universal credit, you should receive a reduction on your water bill, however you will need to inform Thames Water when you initially sign up.





Please ensure you call and contact Thames Water on **0800 316 9800**.

Your social worker or Personal Advisor is a good source of up-to-date information and may be able to link you to our Benefits advisor.

Visit the **Cost of Living Support Hub** for more information on support available to you.

Cost of Living Support Hub | Royal Borough of Kensington and Chelsea (rbkc.gov.uk)



Useful contacts for employment and any benefits queries/consultations

Any benefit related issues you can contact:

✉ FCSISTDutyTeam@rbkc.gov.uk

☎ **Otherwise you may call UMIST Duty:** 020 7854 5888

Energy bills advice and support

For any assistance and help with saving money on your energy bills – please see the link below.

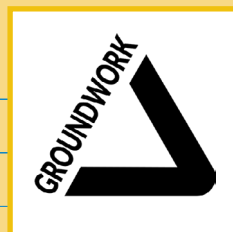
Green Doctors London can organise a consultation with you directly to support any swap in energy provider or debts you may have.

Alternatively, you can contact them directly:

✉ GreenDoctorsLDN@groundwork.org.uk

☎ 0300 365 3005

🌐 <https://london.greendoctors.org.uk>



Appendices



Support when you move into **your new home**



Your services

Congratulations on becoming a tenant with Kensington and Chelsea Council. As your landlord, we want to provide you with an excellent, friendly and customer focused service. We also want to make sure you have a good start to your tenancy with the Council.

As a care leaver you are entitled to some extra Housing Management services to support you when you move into your new home.

This includes:



- Full decoration for each room
- Flooring within the property
- Blinds or curtains
- White goods (fridge, oven and washing machine)
– relative to unit space in your property

Additional help

You will also have access to our handyperson service where you can get help with minor tenant repairs and installations such as putting up shelves, curtain rails or unblocking sinks.

You can find out more about the standard you can expect in your “Welcome to your new home” booklet.

Contact details

If you have any queries please contact us on **0800 137 111** or **020 3617 7080** or email **HM-CustomerServices@rbkc.gov.uk**.

Tenancy Sustainment **Support Service**





What we do

- We **support vulnerable council tenants** who are unable to sustain their tenancy or when they are at risk of eviction.
- We offer **help and advice to residents** who may be having difficulties which affect their housing situation or who may need to be referred to other services.

We offer assistance and advice to tenants who may need support accessing services in the following areas:

Self-neglect

Support for single parents

Domestic abuse Support for the elderly

Poor health and mobility Hoarding

Mental health issues First tenancy support

Rent arrears Antisocial behaviour

Drug and alcohol issues



How we help

- We work with residents to develop a **support plan** suitable for their individual needs. The support plan is regularly reviewed and updated.
- We may refer residents to other Council departments or organisations that can provide longer term support such as social services, health services or debt advice agencies who can help maximise income and link to other benefits.



How long it takes

We aim to contact customers within **five working days** to agree a support plan.



What next?

Contact the **Tenancy Sustainment Team**



0800 137 111 or 020 3617 7080



HM-Tenancysustainment@rbkc.gov.uk



English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

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 لطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Tel: 0800 137 111

Email: HM-CustomerServices@rbkc.gov.uk