

# Housing Matters

News from your Council



Meet your neighbours for breakfast...and lunch

Gardening clubs – not just about gardening

Resident training opportunities

Coffee, connection and confidence – helping you take control

What's on – free activities for children this summer

Dates for your diary and much more!



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



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## Hello

Welcome to the summer 2024 edition of Housing Matters.

June was the seventh anniversary of the Grenfell Tragedy and along with many members of the community, I spent time marking this anniversary in reflection and remembrance.

The Grenfell Tower Inquiry has announced that it will publish its Phase II report on 4 September 2024. This will be an important moment for bereaved and survivors, for the community and for the Council. We are determined to learn from the Inquiry's recommendations and to change in light of what it says.

We will ensure that when they are published, we put the recommendations at the heart of our new Housing Strategy which will be fully consulted on in the autumn and have a strong focus on safety and improving the resident experience.

We will be in touch with more detail on the consultation after the summer period.

Following the General Election, I would like to take this opportunity to thank our outgoing MPs Felicity Buchan and Greg Hands for their hard work during their time in office.

And to welcome Joe Powell and Ben Coleman to their new roles as Members of Parliament for Kensington and Bayswater and Chelsea and Fulham. I look forward to working with them and the new Government on improving safety and the quality of social housing.

Best wishes,

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.**

# Free summer holiday activities for children



**The summer holidays are nearly here and there's lots for children to do to stay active, eat well, and have fun in Kensington and Chelsea.**

The Holiday Activities and Food Programme provides free activities and food for children aged four to 16, and four to 18 for those with SEND, who are eligible for Free School Meals (FSM) during the school holidays. This summer the programme will run from Thursday 25 July to Friday 30 August.

The holiday clubs are located at different venues across the borough and offer a wide range of activities; outdoor sports and games, music, dance, arts & crafts, adventure play, offsite trips, and activities for those with special educational needs and disabilities. Children will also 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. To find an activity near your home and make bookings visit the Our City website [ourcity.org.uk/haf-programme](https://ourcity.org.uk/haf-programme)



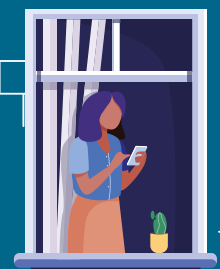
## Window safety

**Now that the warmer weather is with us, it's tempting to open the windows to let in a breeze. But it's important, especially if you live with young children, that you are keeping cool safely.**

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

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

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



# Major Works **Update**

## Meet our new Heads of Service

There have been a few changes in Property Services recently so we're keen to introduce you to our new Heads of Service.

### James Heritage – Head of Capital Delivery

I have spent my entire career in the built environment, starting in Australia and more recently in England after migrating with my family. My background is in building control for local authorities and approved inspectors. I later moved into project and programme management.

I thoroughly enjoy working with the dedicated officers that make up the Capital Delivery Team. We're committed to providing a high-quality service to our residents and delivering important projects to improve the quality of homes across the borough.

### James Carroll – Head of Repairs and Resident Safety

As Head of Repairs and Resident Safety, I am responsible for the day-to-day repairs service along with planned preventative maintenance and compliance for our housing portfolio. My team's appetite for continual improvement is its biggest strength.

At the moment we are focussed on looking at how we can standardise equipment and materials to help improve first-time fix rates.

### Daniel Bloom – Head of Asset Management

My team and I are responsible for ensuring the structural safety of buildings across the borough. Right now, we are preparing for a borough-wide survey of the condition of all our properties later this year (see next page). The results will allow us to continue improving the quality of the homes we provide and it's something that I am looking forward to being part of.

### Raj Sajadah – Head of Fire, Health, and Safety

In my new role, I am responsible for providing competent advice relating to fire prevention, health, safety, and wellbeing.

We're committed to delivering fit-for-purpose fire, health, and safety measures for our residents.

My team are focussed on ensuring the health and safety of our residents by completing vital actions such as Person-Centred Fire risk assessments and continuing the fire door replacement programme.



## Major works explained

Our major works programme is there to ensure that any signs of damage or ageing in your building are repaired. Buildings naturally deteriorate over time, so we want to make sure they meet current living standards and comply with all regulations.

The type of work will vary, but could include decorative improvements to communal areas, and the installation of fire safety measures such as fire doors, smoke alarms or dry and wet risers.



## What happens when it's time for major work in your area?

If your block is due for major work, we will introduce you to your Resident Liaison Officer. They will be the link between residents and the contractors completing the work.

The contractors will introduce themselves and give you the opportunity to make decisions on things like paint colours for communal areas, flooring, or the style of windows.

Closer to the start date, we'll ask you to take some actions to ensure your safety and security while works are ongoing.

We will do everything we can to minimise any inconvenience, but some work can be noisy or dusty. However, we hope that any disruption will be worth it once works are complete.

For more information contact the team at **[Capital.Investment@rbkc.gov.uk](mailto:Capital.Investment@rbkc.gov.uk)**

## How do we know what needs doing?

Every five years we carry out a survey of all the homes we manage. This gives us a good picture of their general condition and allows us to gather specific information about individual buildings.

We're currently planning the next survey which will start later this year and run for around two years. We'll be surveying every tenanted home, as well as the outside of buildings and the grounds.

This will be our most detailed survey so far, giving us key information about the condition of roofs, windows, external doors, kitchens, and bathrooms and it will also help us make sure your home is safe and free from any serious hazards.

We have a team already working on bringing this project to life, and we'll provide you with more information as we get ready to launch.



Written by a  
*Resident*

## Residents take a closer look at repairs

**We are the Repairs Scrutiny Panel, a group of resident volunteers, established by the Tenants Consultative Committee (TCC). If you've had repairs carried out at your property or building in the past two years, we would love to hear from you.**

Our mission is to carry out resident-led scrutiny, investigate multiple facets of the Council's repairs service and draft a comprehensive report, outlining findings and offering suggestions for improvements.

Please take a moment to complete the Repairs Satisfaction Survey form by scanning the QR code or following the link [bit.ly/rbkc2024](https://bit.ly/rbkc2024). The form is completely anonymous.

A copy of the report will be published in a future issue of Housing Matters. Your feedback is highly valued and will contribute significantly to our efforts.



### New technology for speedier repairs

**Did you know that we have a tool that can help to speed up repairs? Thanks to some new technology, you can use your smartphone to show us the repair before we get there, so we know what to expect.**

Once you've booked a repair online or with our call centre, an operative will have a look at the job to see what tools and materials they'll need.

If it looks like a complicated job, they may call you and ask if you can use your phone to help us ahead of time.

It's an easy process - our team will send you a link, and when you're ready you just click it and point the camera at whatever needs to

be repaired. The operative can then fully understand what's needed before they visit you.

This can save time by making sure we're ready to do the work on the first visit as often as possible.

#### **You can report a repair:**

Online at  
[www.rbkc.gov.uk/housing-repairs](https://www.rbkc.gov.uk/housing-repairs)

By email to  
[hm-customerservices@rbkc.gov.uk](mailto:hm-customerservices@rbkc.gov.uk)

Or you can call us on **0800 137 111**.



## Get help with money – come and have a chat

**G**et free one-to-one advice at any of four monthly Money Café events that take place across the borough every month.

We can direct you to local food pantries, connect you with organisations that can help you with the purchase of school uniforms, and provide support with energy and water bills. We might also be able to ease some of your money worries through our Tenancy Sustainment Fund.

### Get connected for free

We want to make sure no one is excluded from the benefits of going online. So, our financial inclusion team is offering totally free 12-month broadband packages and SIM cards (subject to availability). And, for those without smartphones, we have a limited supply of reconditioned devices available.

To find out more about our digital offer or other types of support, contact [financialinclusion@rbkc.gov.uk](mailto:financialinclusion@rbkc.gov.uk) or call **0800 137 111**.

You can also find lots of useful information on our Cost of Living hub - [www.rbkc.gov.uk/cost-living-support-hub](http://www.rbkc.gov.uk/cost-living-support-hub)



## An easy way to build your confidence with technology

Being online helps people connect with friends and family, find out information and pursue interests, as well as access services. It can help save money as services and products can be cheaper online.

If you need a helping hand with using a tablet, 'phone or laptop, or have questions about how to do things online, pop in to one of our digital drop-in sessions run by the Council's Digital Inclusion Partnership where trained volunteers will be on hand to help.

Sessions are held across the borough and are open to anyone looking to enhance their digital skills and confidence. They are particularly focussed on supporting those who may be digitally excluded or face challenges in accessing online services.



From setting up an email account to navigating the internet safely, accessing the NHS app, or discovering online learning opportunities, you can get the support you need.

For more information visit [www.rbkc.gov.uk/help-to-get-online](http://www.rbkc.gov.uk/help-to-get-online) email [digitalinclusion@rbkc.gov.uk](mailto:digitalinclusion@rbkc.gov.uk) or call us on **07971 982 037** and a member of the team will call you back.



## Resident Training

If you are interested in working with Housing Management to help us improve our services, contact our Resident Engagement team and find out more about the series of training sessions they're running.

You could learn how to set up and run a Resident Association, host effective meetings, or scrutinise the services the Council provides.

If that's not your thing, how about helping us test our services by being part of our team of mystery shoppers?

For more information visit

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

or call the team on **07814 188 168**.

Refreshments will be provided.

## Cracking down on housing fraud

**Our Council properties are a precious and much-needed resource, providing safe, long-term homes for families and individuals.**

We have a team dedicated to rooting out and investigating housing fraud. This illegal and morally unacceptable practice denies homes to families in need and makes money for fraudsters who profit from other people's misery.

The Tenancy Fraud team will take all steps necessary to reclaim properties for deserving people on our housing waiting list.

In the last year they have received and investigated close to 360 reports of suspected housing fraud.

This led to 36 confirmed cases, and thanks to the team's hard work, these homes have now been returned to the Council and allocated to those most in need.

If you suspect someone is committing tenancy fraud, don't hesitate to tell us. To report a concern email

**[tenancyfraud@rbkc.gov.uk](mailto:tenancyfraud@rbkc.gov.uk)** or call our confidential telephone line **020 7605 6401**.







## First new-built council homes in decades named after Kelso Cochrane

Days after the 65th anniversary of Kelso Cochrane's murder, Kensington and Chelsea Council officers, members of his family and community campaigners came together to officially open Kelso Cochrane House in North Kensington.

The development is the first to be built in the borough for decades and offers 38 new homes - 28 homes for Council tenants and the remaining ten for key workers.

All homes are energy efficient, have a heating system which is better for the environment and cheaper than conventional heating, and have well-insulated walls and double-glazed windows and doors to retain heat. The homes are also fitted with sprinklers, a fire alarm system and offer automatically opening vents in communal areas to release smoke, as well as a CCTV system.

The award-winning development is named in memory of Kelso Cochrane whose life was tragically cut short when attacked and murdered by a gang of white youths in Notting Hill while on his way home in 1959. No-one was ever convicted of his murder and his family and friends continue the fight for justice to this day.

Millie Christian, Kelso Cochrane's niece, pictured second left, said at the opening:

"The family are immensely grateful that the tragedy of Kelso's death is finally being recognised. We are thankful to Kensington and Chelsea Council for approaching us to name this building in his memory so that Kelso can be remembered as part of the North Kensington community."

The new homes deliver on our Council Plan promises to create a greener, safer and fairer borough, as well as our commitment, made after Grenfell to build more truly affordable homes for our community.

Kelso Cochrane House is one of the Council's New Homes Programme sites which is delivering 600 new homes across the borough, 300 for Council tenants at social rent. Not only does this development offer homes for the local community, but a supermarket will soon be opening its doors to serve local residents as well as a brand-new NHS centre providing easier access to health services.

For more information on our New Homes Programme visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search 'new homes delivery programme'.



## Meet us for Breakfast

We hold regular breakfast mornings where residents are invited to enjoy a morning coffee, croissant and the good company of friends and neighbours.

These monthly breakfasts offer a secure, inclusive, and welcoming environment where people can develop friendships, participate in discussions with staff and fellow residents, and find out more ways to get involved with our services.

Breakfast mornings are currently scheduled at Portobello Court, Trellick Tower, World's End Estate and Henry Dickens Court. Everyone is welcome, just turn up to your nearest breakfast morning.

Visit [www.rbkc.gov.uk/housing-news](http://www.rbkc.gov.uk/housing-news) for upcoming dates.

Our Resident Engagement Team is committed to ensuring that residents are involved and encouraged to take part in community life on their estates.

Contact the team at [HM-residentengagement@rbkc.gov.uk](mailto:HM-residentengagement@rbkc.gov.uk)

# Join us for lunch

In April we held our Senior Citizens' Spring Lunch where residents enjoyed a tasty three course meal followed by a raffle with generous prizes, singalong, twisting, jiving, and toe-tapping. It was the perfect environment for creating new connections, nurturing friendships, and making new ones.

Keen party-goer Francis was enthusiastic about the event: "I think it's great that we can see old friends from the past and I hope this will continue for a long, long time to come."

Fellow resident Liz added: "I look forward to this party every year, the food is always good, and it is lovely to meet old friends, please continue."

At the event several residents signed up to become mystery shoppers to help improve housing management services.



# Stay safe online



## Stop, think - could this be fraud?

There are benefits to being online, and it's important to be safe while you're surfing the web. Here's how to protect yourself and spot the warning signs.

## Protect your accounts, data and devices

There's loads of personal information in your email account, so protect it with a strong password. Use a combination of three random words with numbers and symbols to make it hard to guess. Using 2-step verification can also help to keep criminals out of important accounts.

## Know the warning signs

If something seems suspicious or unexpected, such as requests for money or information, contact the organisation directly to check. Use contact details from their official website, not those given in the message.

## Report suspicious contacts

If you have fallen victim to fraud or cybercrime, report it to your bank as soon as possible and to [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call **0300 123 2040**.

Email: [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

Texts or calls: free of charge to **7726**.

Visit [www.rbkc.gov.uk/stay-safe-online](http://www.rbkc.gov.uk/stay-safe-online) for a list of contacts who can help if you are a victim of fraud or need more information.

## Plans are taking shape for the Residents' Summit 2024

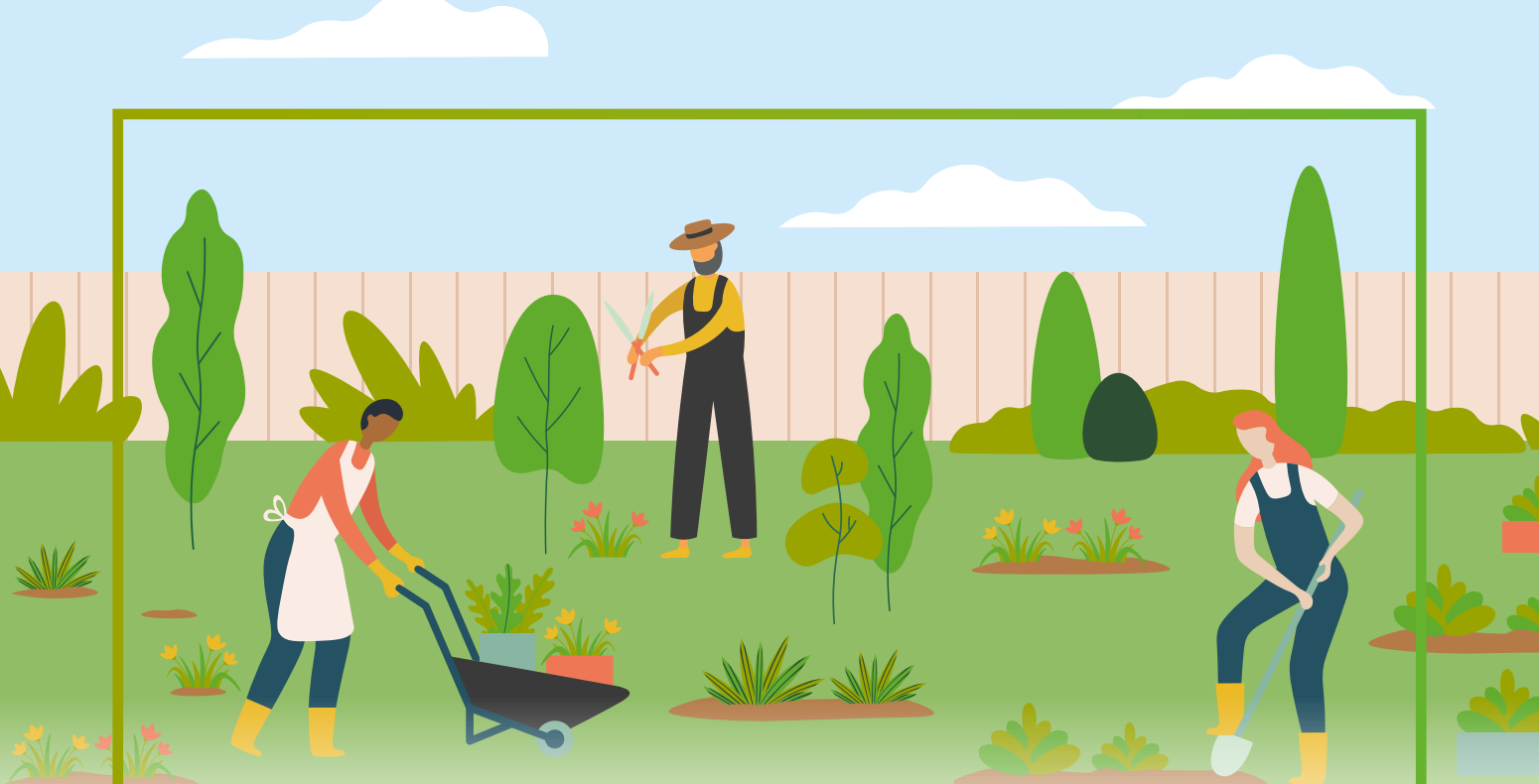
Join us on **Saturday 9 November** for Housing Management's event of the year, the Residents' Summit! The Summit is your opportunity to meet senior managers and your Lead Member for Housing, discuss how we work and support you, raise any concerns you may have and put your ideas forward.

It's also a chance to connect with your neighbours and take part in workshops and enjoy talks by special guests. We'll provide lunch and a few little surprises on the day.

Stay tuned to our webpage for updates as plans progress. In the meantime, make sure Saturday 9 November is in your diary.

For more ways to get involved check the Housing Management webpages [www.rbkc.gov.uk/housing-news](http://www.rbkc.gov.uk/housing-news) or contact us by email [HM-ResidentEngagement@rbkc.gov.uk](mailto:HM-ResidentEngagement@rbkc.gov.uk)





## **Gardening Clubs** – they're not just about the gardening

**S**ummer is here and it's the perfect time to indulge in some garden therapy. Whether you're a seasoned gardener or just starting out, there's something special about getting your hands dirty and watching your efforts bloom.

Gardening clubs are about more than just gardening; they are also about connecting with your neighbours, reaping the rewards of your labour, and creating beautiful spaces for everyone to enjoy.

With more people joining or setting up gardening clubs this year, there's an increasing sense of community.

Neighbours are sharing tools, trading tips, and enjoying the companionship the gardening club brings.

Plus, with our annual giveaway of bulbs, you can get together to add a splash of colour to your communal areas. You can make a request as an individual, as part of a group or via your Resident Association. Planting together is fun, but if you can't manage to do the planting, we'll lend a hand.

And remember, if you've lost someone dear to you, we can help you honour their memory with a beautiful memorial tree or rose bush or plant. Just ask.

Contact us for anything gardening related at [\*\*HM-GardenClub@rbkc.gov.uk\*\*](mailto:HM-GardenClub@rbkc.gov.uk)





# Our team - direct to your door

**O**ur Visiting Officers will spot a housing issue before it becomes a crisis. They visit each home annually, make sure we have up-to-date information and contact details for everyone, and identify anyone who may need extra help or support.

Building on positive feedback they have received from residents, our Visiting Officers are extending the service to include a schedule of estate roadshows.

**Resident Elizabeth booked a visit with the officers on the day they were on site:**

“I think it is great to have the Visiting Officers here today. There are a lot of elderly people living on this estate and having a visit from one of the team here today will be really useful for them.”

**Tina agreed:**

“It’s lovely to see the team set up here on the estate and talk with the residents. We can see who they are, and it makes us feel that we can invite them into our homes and discuss any issues we might need to get resolved.”

**John told us:**

It’s a brilliant idea. Rather than having to take the time to call up to find the right person to help, we can talk to the team here. It makes it possible to get to know the officers and build a rapport. That’s a good way to get things done.”

The team will be taking to the road to meet residents, answer questions, offer advice and book home visits.

To find out when the Visiting Officers have a roadshow planned near you, or to pre-book a visit, contact the team on **0800 137 111** or by email at **HM-NeighbourhoodResidentServices@rbkc.gov.uk**

# Grenfell Tower anniversary

**F**riday 14 June marked the seventh anniversary of the Grenfell Tragedy. We know this can be a challenging and emotional time for many residents.

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

## The importance of remembrance

The Grenfell Tower Memorial Commission released a film to mark seven years since the Grenfell Tower fire tragically took 72 lives. It features several of the Memorial Commission's community representatives: Hanan Wahabi, Sandra Ruiz and Susan Al-Safadi. Between them, they represent the bereaved families, the survivors, and the local residents who live close to Grenfell Tower.

They speak powerfully and thoughtfully about the importance of preserving and capturing the spontaneous messages and other expressions of loss, grief and anguish, left by the affected community in the hours, days and weeks after the tragedy.

You can view the film at [www.grenfelltowermemorial.co.uk/sevenyears](http://www.grenfelltowermemorial.co.uk/sevenyears) or by scanning the QR code.



## Important updates from your Council

Right next to important updates from the family group chat.

Join our new  
**WhatsApp**  
Channel today



## Stay up to date with Council services by WhatsApp

Follow us on WhatsApp! Get the latest Council news and updates along with consultations, events and much more, all on our new WhatsApp Channel. Follow us by scanning the QR code, and get your updates right within the app.

# Homeowner Hub



## Let's talk about service charges

**We've set up a working group where Homeowner volunteers can meet with the Home Ownership Team to discuss service charges, get more detail about how they are calculated and how they are reflective of the services leaseholders receive.**

The first meeting was held in April to establish terms and conditions, and the direction of the group. Outcomes of the first meetings will be shared at the Homeowner Panel meeting in early September.

If you have concerns about your service charges, ideas on how to reduce costs or find efficient solutions, please come along to our Homeowner Panel. You can meet the staff who provide your services and share your thoughts and ideas with fellow leaseholders. The next Homeowner Panel will be held on 2 September.

Contact us at [HM-Homeownership@rbkc.gov.uk](mailto:HM-Homeownership@rbkc.gov.uk) for more information.



## Water leaks - costly for us all

**Water leaks can cause damage to homes, regardless of tenure and can be costly to repair. The Council is responsible for the communal pipes that serve our properties and any plumbing within tenanted flats.**

Leaseholders are responsible for the pipes that are used exclusively by your flat, as well as any tiles, grouting, seals, and sealant that surrounds them.

Be prepared - download a copy of our water leaks leaflet so that you are clear on your responsibilities, how to avoid leaks occurring, and know what to do if you experience a leak in your home, from a neighbouring property, or a communal area. Download a copy at [www.rbkc.gov.uk/housing/housing-news/water-leaks-costly-us-all](http://www.rbkc.gov.uk/housing/housing-news/water-leaks-costly-us-all)



## Save the date for the annual Homeowner event

Join us on **Monday 7 October 2024 from 2pm to 8pm** for the annual Homeowner event in the Great Hall, Kensington Town Hall. It's a little while off yet so there is plenty of time to get the date in your diary. You'll find stalls to browse, experts from your housing teams and from external organisations on hand to give advice and much more.

Contact Homeownership at [HM-Homeownership@rbkc.gov.uk](mailto:HM-Homeownership@rbkc.gov.uk)



## Meet resident Annie Redmile

**A**fter a career in journalism and travelling the world, Annie is concentrating on community in Kensington and Chelsea.



I confess to being a glass half full type – a real optimist. And, I have been very fortunate in the things I have been able to do. After a start working in London, I decided I needed to do more with my life! This led me to apply to join BOAC (British Overseas Airways Corporation) which became British Airways, as cabin crew. I flew the world and I described it as my Finishing School in the sky.

I had already decided I wanted to be a journalist and went into full-time journalism, specialising in aviation and travel – how lucky was I! I continued to travel and discover more of the world. I wrote for various publications, national and international, and started broadcasting, first of all with LBC and then the BBC. Travel is the most amazing form of education. People, places - not forgetting the food and a glass or two on the way.

After a few years, I set up a business providing communication services, mainly to organisations in the aviation and travel sector, but also towards the end of its life, the Greater London Council!

I had been brought up to believe in community and ‘putting something back’. And never did community come into its own more than on 14 June, 2017 when the tragedy of the Grenfell Tower fire burst onto a shocked world. I went to North Kensington as a volunteer.

It has shaped my attitude and approach to community life. Just as a small example, I have set up a Good Neighbours’ Association (GNA) where I live. Sometimes it’s the small things you can do for people that matter.



If you would like some support to set up a GNA contact me at **Housing.Matters@rbkc.gov.uk**

I’ll be making contributions to Housing Matters in the coming months by telling residents’ stories. If you have a story you would like told, contact us at **Housing.Matters@rbkc.gov.uk**





## Making room for everyone

**L**ong-term Kensington and Chelsea resident Keisha is enjoying a new lease of life after downsizing to a smaller, more accessible home.

Keisha had lived in a two-bedroom property in the south of the borough since 1986. When her two children left home, Keisha had an extra bedroom that she no longer needed. She was also struggling to manage the stairs up to her fourth-floor flat.

After hearing about the option of downsizing, which can provide a more manageable home requiring less housework, help reduce rent and household bills and free up larger properties for families in need of the extra room, Keisha applied for a smaller property.

Keisha's application resulted in her recently accepting a move to a one-bedroom property just a street away from her old flat, and she is now enjoying the freedom provided by her new home:

### Keisha said:

"I had lived in my old flat for about 40 years, but the extra room was of no use after my children left home. It was on the fourth floor and I had trouble with the stairs which added to the problems I have with my knee.

"I had been waiting to move into a smaller property and I eventually was successful in finding one. I am grateful to the Council staff who did a lot to help me with moving, carpeting, and other things.

"I am very happy that my old flat can be offered to another person who needs the space. I don't think it makes sense to keep an extra room when you don't need it and I am happy that the extra room can now help another family."

## Downsizing: Making room for everyone

Are you a council or housing association tenant with spare bedrooms you no longer need? Downsizing to a smaller home could help you:

- Move to an accessible property
- Reduce or clear rent arrears
- Reduce your household bills
- Move closer to work, family or friends

### Find out more

Search "under-occupation" at [rbkc.gov.uk](https://rbkc.gov.uk)  
call **07712 530044** or **07854 112151**  
or email [HousingMobilityTeam@rbkc.gov.uk](mailto:HousingMobilityTeam@rbkc.gov.uk)



Scan Me

Housing  
Needs



Benefits for residents who qualify for downsizing can include an award of 1000 -1300 'under-occupation' points (giving you increased priority) on the housing register, help with removals and decoration and a dedicated officer to oversee a move.

\* Name changed at resident's request

To find out more about the Council's housing mobility scheme, email  
**[HousingMobilityTeam@rbkc.gov.uk](mailto:HousingMobilityTeam@rbkc.gov.uk)**



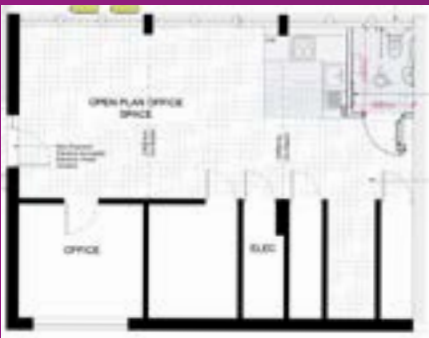
# Universal Credit – be prepared for the changes

If you receive working tax credits you may already know that these payments are being replaced by Universal Credit (UC), which is currently being rolled out. The timing of the rollout may change at short notice for some groups of people.

Other means-tested benefits will also move to UC with notification coming later this year and into 2025. If you're already on UC, you need to ensure your rent payments are set up correctly. Housing Benefit was previously paid into your council rent account, but UC is paid directly to you, so you might need to adjust the way you make your rent payments to avoid disruptions.

To check you're all set for the change, get in touch with your rent income officer on **0800 137 111** or email **HM-RentIncome2@rbkc.gov.uk** to ensure a smooth transition.

## Progress for CHUMS Community Hub



Plans for an exciting new 'CHUMS' Resource Centre at Henry Dickens Court are underway.

Voluntary Association CHUMS (Care, Help, Unite, Meet and Support) is dedicated to tackling the isolation and social exclusion of the elderly, adult vulnerable, disabled adults and those digitally excluded within the community.

CHUMS approached the Council with a bid to transform the disused shed area at the base of Marley House into a bright and welcoming new

home for the group. The request included the creation of a multi-purpose space for providing advice, IT access, adult support services. There will be space to host advisory and support group meetings as well as health and wellbeing classes. The plans also feature a small kitchen, and toilet facilities for use during the proposed activities.

A contractor has been chosen to bring this vision to life with a commitment to various social value initiatives. While yet to be formalised, this could include support to work experience placements, or other small voluntary community projects.

Once complete, the CHUMS resource centre will provide a place for residents boroughwide, who already receive the support of CHUMS, to meet up and enjoy a safe and welcoming space.

Funding for this project came from the Grenfell Housing Legacy Fund which was set up to support initiatives for residents in Council-owned properties within the Notting Dale Ward.

To find out more about the CHUMS project email **helpunite.chums@gmail.com** or call Jill Brown (Founder of CHUMS) on **07407 258 738**.



# Housing Matters



## CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



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Town Hall, Hornton Street, W8 7NX



HM-CustomerServices@rbkc.gov.uk



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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)

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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 باشند. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

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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.

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