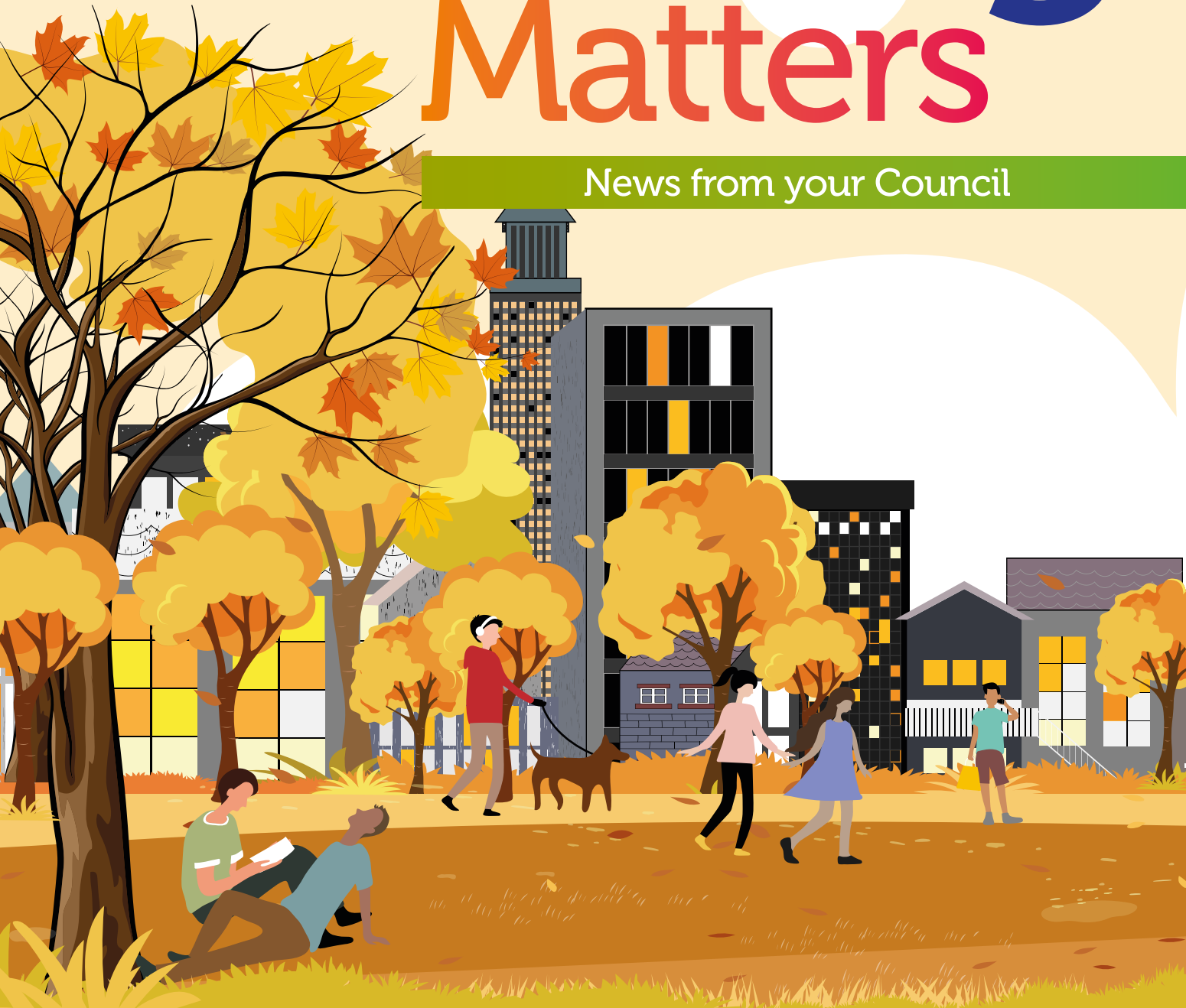


Housing Matters

News from your Council



Learning lessons from Grenfell

Engaging with our expert residents

Longlands Court gets a new playground

New estate parking policy goes 'live'

Meet local resident, multi-skilled Marina Logacheva

Dates for your diary and much more!



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Welcome to this edition of Housing Matters.

In September, the Grenfell Inquiry published its final report into the tragedy. After publication, I wrote to all tenants, leaseholders and residents living in temporary accommodation to offer a sincere apology for this Council’s failures, and I wanted to repeat that apology here.

We accept the Inquiry findings as truth, and in full. We are taking a couple of months to respond to the Inquiry as we want to hear from you and members of the local community that were affected about how you feel about the Inquiry and what you would like to see in our response.

I commit that its recommendations within our control are met and implemented.

After Phase I in 2019, which focused on the night of the fire, we accepted the recommendations of the report in full, and we have acted on those recommendations.

On fire doors, we carried out our own tests to ensure that those we installed were of the highest standard and have now replaced over 3000 doors in higher-risk buildings. We have written to all residents explaining the evacuation procedures for their block, and all residents have been informed about how to apply for a Personal Emergency Evacuation Plan if they need one; we repeat this process annually. We have met these recommendations and will do the same with Phase 2.

The process of change in the Council is ongoing - we need to be accessible, to listen and to act on what our residents say. I have been visiting and meeting with many of you and do say hello when I’m out and about.

We have an extensive major works programme where my priorities are safety first and warm homes; and I have been keen to focus on our repairs service to get it to the level that you rightly expect.

However, I know we still get things wrong, and I am sorry. We must go further, and when we get things wrong acknowledge it, act on it, and put it right. With that in mind I hope to see you at an upcoming event or do get in touch.

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 or call us on 0800 137 111.



New regulations come into effect

You may know that from April this year, the Regulator of Social Housing (RSH) brought in new consumer standards that all registered housing providers are legally required to meet. There are more than 60 specific expectations that we need to deliver on, and this will mean a change to 'business as usual' for every member of our department.

We have a number of dedicated project managers on the case who are working with teams and management to plot a course to make sure we're compliant. This work will build on the improvements we've already made.

With the new regulations, the RSH also brought in a new inspection regime. From now on, housing providers will be subject to short-notice inspections (like Ofsted inspects schools) and will be graded on their overall performance against each set of standards or 'strands'. They are:

Safety and Quality

Focuses on ensuring that landlords have an accurate understanding of their homes' condition and maintain them to government's Decent Homes standards.

Transparency, Influence, and Accountability

Requires landlords to treat tenants with fairness and respect, consider their views, provide clear communication, and share information to enable accountability and scrutiny.

Neighbourhood and Community

Requires landlords to collaborate with the police and other relevant organisations and agencies to address antisocial behaviour, domestic abuse, and promote community wellbeing.

Tenancy

Relates to the fair allocation and letting of homes, supporting tenants to maintain tenancies, and providing assistance to enable mutual exchanges.

Since April, three London boroughs have been given notice of inspection.

We've not been called yet, but this could potentially happen at any time in the next few months. We're working hard to try and ensure we're ready.



Grenfell

- Learning from our mistakes

Following the publication of the Grenfell Inquiry's Phase 2 report, Cllr Sof McVeigh, lead member for housing, has written to all tenants and leaseholders to express her sincere apology for failing in our fundamental duty to keep our residents safe in their homes.

She was clear that the Council and TMO failed to treat residents with respect and dignity, to listen to them and to take their safety concerns seriously.

You will have read in Sof's introduction that the Council has done lots of work to implement the recommendations from the Grenfell Inquiry Phase 1 report and fully accepts the recommendations from the Phase 2 report. However, we know we still have much to do as a Council to rebuild trust with our residents and to continue to learn lessons from our failings.

The Council has been analysing the Inquiry report and has produced an initial summary of what it thinks it says about and means for the Council. You can find it on our website www.rbkc.gov.uk/grenfell-implications

To ensure our formal response, which is due to be published in November reflects the views of our communities, we want to talk to tenants, leaseholders and other community members so you can help challenge us on our initial analysis and shape this formal response.

We have therefore been holding drop-in sessions and public meetings with the bereaved and survivors and the local community to hear what they have to say about our summary.

There is one further independently facilitated public meeting on Wednesday 7 November from 6pm to 8pm at Morley College which we encourage you to attend.

Once again thank you to all residents who continue to give their time to work with us to improve our services, challenge us and to hold us to account.



Our dedicated fire safety team

Since the Grenfell Tower fire, we have been working to ensure all our homes meet the most stringent fire safety standards. Our in-house fire safety team are dedicated to making sure all residents feel safe and secure in their homes. This includes our building safety managers who are responsible for overseeing the safety of our tall buildings.

The team have been working to rebuild residents' trust and confidence that their homes are fire-safe.

This includes:

- Ensuring all homes have smoke and carbon monoxide alarms where they have fixed gas boilers
- All flat front doors acting as fire doors in buildings over 11 metres will be officially inspected annually by a certified fire door professional
- Continuing our extensive front (fire) door replacement programme
- Regularly testing all fire-related equipment and recording results in all residential blocks.
- Continuing to complete Personal Emergency Evacuation Plans (PEEPS) in a timely fashion for those who request one following the completion of person-centred fire risk assessments
- Fitting secure information boxes (SIBs) on all buildings over 11 metres along with sheltered accommodation properties and hostels, and ensure these are inspected every six months
- Continuing to carry out Fire Risk Assessments regularly
- Completing loft compartment works to all residential blocks with open loft areas by 2025
- Appointing Building Safety Managers to improve resident safety and engagement.



If you have any questions or would like to get in touch with the Fire Safety team directly, please contact firesafety@rbkc.gov.uk or call **0800 137 111** and ask to speak to a member of the Fire Safety Team.



Silchester Fun Day

As the transformation programme continues on Silchester Estate in North Kensington, the project team put aside a little time for fun in the sun with residents as part of its commitment to investing in the development of our communities.

The fun day in August was hosted in collaboration with the Silchester Residents' Association, our building contractor, Equans, and Council officers.

Representatives from our fire safety appliances supplier, AICO, demonstrated the importance of heat and smoke alarms, and the local Met Police Officer engaged with residents throughout the day.

Our younger residents enjoyed the face painting, arts and crafts, gardening stall, and the DJ who had everyone dancing. Along with the entertainment, residents enjoyed free food and ice cream.

And with no fun day being complete without one, a raffle rounded off proceedings, with prizes generously donated by Equans and local businesses.

The team would like to thank everyone who came out and enjoyed the day, and they look forward to hosting more events with those living on the estate.

If you have any questions about the work happening on the Silchester Estate, please get in touch with our major works team at capital.investment@rbkc.gov.uk



Investing in kitchens and bathrooms

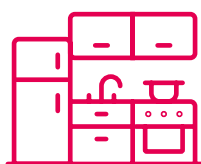
Our capital works programme is underway to ensure that all our homes are modern, safe, and warm.

Over the next two years, we'll be investing £23 million upgrading kitchens and bathrooms in this phase of the programme. We'll be upgrading facilities based on their age and current condition and working with residents to create facilities they can be proud of.

The major works team recently visited Premiere Kitchens in Gloucester to look at how the individual units are made, the products they use in the process, and to ensure the units being built are of the high standard residents expect.

In the coming months we will be contacting those residents who are next in line for upgrades to start the process.

If you have any questions about the kitchen and bathroom upgrade programme, contact the kitchen and bathroom team at kitchenandbathroom@rbkc.gov.uk or call us on **0800 137 111**.





Our residents are the experts says head of resident engagement, Iago Griffith



Iago Griffith, head of resident engagement for Housing Management has a strong belief in the expertise of residents. It is the philosophy that drives his approach to engaging with residents.

“Our residents are the experts when it comes to their homes and estates. They know what they need and want. It is up to us in Resident Engagement to support them and provide them with what they need.”

Iago heads up a team of four and Resident Engagement plays an important part in the management of our social housing in Kensington and Chelsea. He believes there is now a strong framework for engagement and consultation, and that includes the Tenants Consultative Committee, support that is provided for new Residents' Associations, training, and Task and Finish Groups. Iago is keen for residents to be involved but acknowledges that there is sometimes resistance from those who think they do not have the time.

“People sometimes assume that involvement has to be really time-consuming and it doesn't have to be. There are many different ways people can become involved and it is really satisfying for residents when they realise that through more involvement they can improve their lives and develop a new sense of belonging.

“We are keen to organise coffee mornings, wellbeing sessions and activities with partner agencies, particularly in the area of health and wellbeing. The emphasis for members of my team is to be out and about and learn from our residents. The key to improving service is shared knowledge.

“Estates have changed and Covid had a profound impact on everyone's lives. It is more important than ever that we help residents connect with each other. It is also important that we find different ways to bring people together.

“We also want to make it possible for residents to discover different places in the borough There are so many fascinating places to discover like Leighton House and Chelsea Physic Garden.”

For more information about the resident engagement team's work, email housingconsult@rbkc.gov.uk

Iago was interviewed by editorial group member, Annie Redmile. If you would like to join the Housing Matters editorial panel or know more about how you can contribute, please drop us a line at Housing.Matters@rbkc.gov.uk

Join us at housing management's event of the year, the Residents' Summit!

The summit is your opportunity to meet your lead member for housing, Cllr Sof McVeigh and senior managers, 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 some fun workshops. We'll provide lunch and a few little surprises on the day.

Stay tuned to our webpage www.rbkc.gov.uk/housing-news for updates as plans progress. In the meantime, make sure **Saturday 9 November** is in your diary!

You can contact us by email housingconsult@rbkc.gov.uk



Come and meet us – open evenings!



The Council is committed to ensuring residents understand what they can expect from us as their landlord and how they can hold us accountable.

You told us that you want more opportunities to meet directly with the decision-makers responsible for providing housing management services at a time and place convenient to you.

In response, we've organised a series of **Meet us** evenings where residents can drop in to meet our teams - from officers to the director of housing management. We'll answer any questions you have about the services you receive, and we'll be transparent, honest, and receptive to your feedback. Most importantly, we'll act on what you tell us.

During these events, you'll be able to learn more about the Council's performance in various areas. For instance, you'll find out how satisfied residents are with Customer

Services, the cleanliness and safety of your neighbourhood, our efficiency in completing repairs on the first visit, and the support we offer to our most vulnerable residents.

Meet us evenings are open to everyone. We'll be able to take on casework, and we'll hold meetings in five areas across the borough to ensure there's one in a convenient location for you.

We'll be writing to residents to invite you to a **Meet us** evening when we are in your area. You'll also find information on the housing news web page and on advertising spaces across the borough.

www.rbkc.gov.uk/housing-news

For more information, please email us at housingconsult@rbkc.gov.uk or call **0800 137 111**.



A new place to play

Residents of the Longlands Estate in North Kensington are celebrating the official opening of their newly renovated playground, offering safe and exciting new facilities and a space for the community to gather and play.

The £57,000 project, funded by Section 106, where contributions can be sought from developers towards the costs of providing community projects, marks a significant upgrade from the old play area, which had become well-worn over the years.

The new playground boasts a superior new range of KOMPAN play equipment such as a tower set with a tumble and talk tunnel, climbing net and a slide. The playground also has a spinner bowl, a climbing block, new swings and a pony seesaw, all chosen by the residents who selected pieces that

would provide a variety of creative play options for children of all ages.

The official opening took place on 9 September, with face painting and games to mark the occasion. Thank you to everyone who came out to play and made it such a fun-filled afternoon.

This renovation is part of the Council's ongoing estate improvement, and we're eager to hear your ideas for further improvements. Scan the QR code for more information.



Caretakers' summer BBQs

Many of our caretakers hosted barbecues or coffee mornings across the borough this summer and we thank them and everyone who came along and supported them.

It was a fantastic opportunity to get to know your caretakers better, discuss any local issues and to meet the Estate and Environmental teams.

For more information contact us on hm-estateservices@rbkc.gov.uk



New estate parking policy operational

Housing management's new Parking on RBKC Estates Policy is now officially in operation. The new policy was established in close consultation with residents and formally implemented in July this year.

While we will be writing to estate parking account holders confirming the roll-out and providing a revised parking guide, some of the key changes to the policy include the imposition of limits on the size of residents' vehicles and an increased emphasis on environmental considerations - to this end we are looking at installing charging bays for electric vehicles and calculating the cost of permits based on a vehicle's emissions rather than having the charge relate to a geographical location. We've also tightened up rules around the misuse of permits and the potential outcomes for proven breaches.

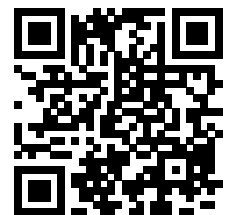
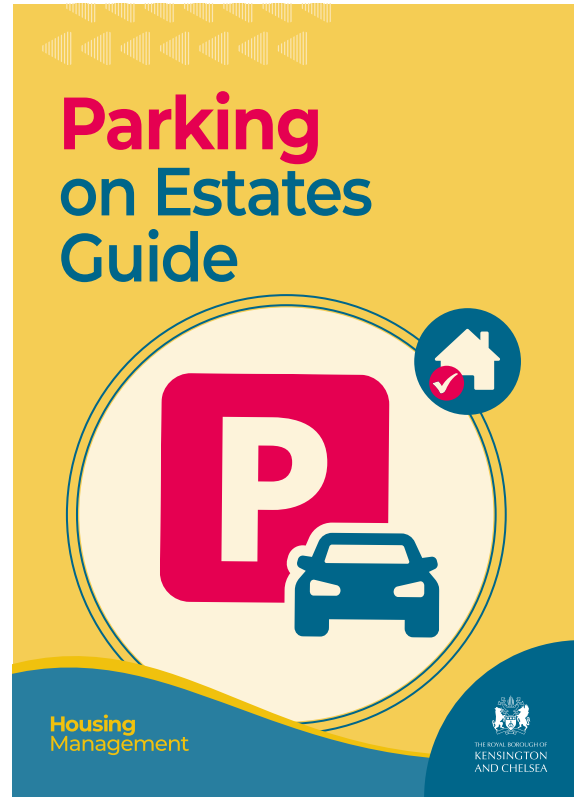
We're organising a series of meetings over the coming months where you can come along, share your feedback and have any questions answered by Council representatives. The dates for the first two are:

Monday 4 November 1pm to 2.30pm via Zoom - scan the QR code to join.

Wednesday 6 November 6pm to 7.30pm at Kensington Town Hall in Committee Room 1

Look out for details of further meetings on our web pages, noticeboards and in newsletters.

Your feedback is important to us and will help ensure a smooth transition to the new policy. If you have any questions, concerns or want to know more about the policy, contact the neighbourhood resident services team at **HM-parking@rbkc.gov.uk** or on **0800 137 111**.



Correction

In the summer issue of Housing Matters, we wrongly stated that residents downsizing would receive financial help towards decoration. This was in error, and we apologise for any confusion this may have caused. To find out more about the Council's housing mobility scheme, email **HousingMobilityTeam@rbkc.gov.uk**



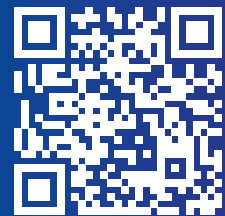
Let's get rid of damp and mould

Damp and mould can be harmful to both your health and your home. If you've got damp or mould in your home, we want to help. As your landlord we're responsible for making sure your home is safe and healthy. We want to banish damp and mould – just call us and we'll help you get rid of it.

Our specialist team of surveyors and contractors will visit you to diagnose and address the problem. We use a range of technology like thermal imaging cameras and moisture detectors to identify damp and mould and find ways to prevent it.

Report damp and mould:

- Online at www.rbkc.gov.uk/housing/repairs-and-major-works/report-housing-repair or scan the QR code
- By email at hm-customerservices@rbkc.gov.uk
- By phone on **0800 137 111**



Spot the signs

Some of the early signs of damp and mould can include:

- Condensation on walls or windows. This may appear as water droplets forming on cold surfaces. Left untreated the water can build up and become damp or mouldy.
- Small amounts of black mould. This usually occurs in cold corners, or in places where air can't circulate, like behind furniture. If untreated, this may spread.
- Yellow or brown discolouration on walls or ceilings. This can often be a sign of water coming into your home either from outside or from a leak within the building. Left untreated the damp can spread, damaging the fabric of the building, and turning mouldy.

If you see any of these signs, please call us straight away so we can investigate and help you treat them.

Ways to manage condensation:



If possible, heat all rooms to above 15°C.



Check for leaks and report them to us as soon as possible.



Open windows slightly while cooking or bathing to help moisture escape. Always use extractor fans if you have them.



Wipe down areas of condensation with a soft dry cloth to remove the moisture.



Improve airflow and heat circulation by moving furniture away from radiators or heaters.



Put lids on pans while cooking so you can reduce steam.



Help to deal with bedbugs

While we have only had a few cases of bedbug infestation reported in Kensington and Chelsea, on the basis that prevention is better than cure, we are providing some sound advice for you here.

Bedbugs are easily picked up from places like public transport and can get into your belongings like suitcases or bags. You can then unknowingly bring them into your home.

Spotting the signs

- **Bites**
Bedbug bites often appear in clusters or lines on exposed skin and can be itchy.
- **Blackish specks**
This is an indication of bedbug excrement and can be found on bedding, mattresses, or furniture.
- **Eggs**
Tiny white eggs are often laid in cracks or crevices and can be difficult to spot.
- **Odour**
A sweet or musty smell could indicate a significant infestation.

What to do if you have bedbugs

If you discover bedbugs, take the following steps to address the problem:

Remove infested bedding and clothing and wash them at 60°C. Tumble dry on a hot setting for at least 30 minutes. Alternatively, you can place the affected items in a plastic bag and store them in your freezer for three to four days to kill the bedbugs.

While there are lots of tips and advice available online for dealing with bedbugs, infestations can be persistent. If you're unable to manage the problem on your own we're here to help.



How we can help

How we can help will depend on your circumstances. When you contact us, we'll make an appointment for a specialist to come to your home and make an assessment. The specialist will prescribe a course of treatment and we'll work collaboratively with other teams and partners to ensure that all the right services are in place to support you.

You can find out more about the Council's pest control services online at www.rbkc.gov.uk/pest-control

If you need the pest control service, call customer services on **0800 137 111** or email **HM-CustomerServices@rbkc.gov.uk**



Highly accomplished athlete, fashion company founder, fundraiser, aspiring Paralympian and Kensington and Chelsea resident. Meet Marina Logacheva



I was born in Russia and moved to London over 15 years ago for work. Kensington and Chelsea has since become my home.

I've always loved sports, particularly skiing, but after moving to the UK, I noticed how popular running is. Following the loss of my beloved grandmother and seeking a focus, I channelled my energy into running, signing up for my first London marathon. Although inexperienced, I trained hard and used the event to raise funds for the Royal Hospital for neuro-disability in Putney.

My next challenge was overcoming my fear of water. I entered my first triathlon in London and discovered a love for running, cycling, and swimming. I believe sport is vital for everyone, regardless of ability or disability. It's one of the few areas where progress depends entirely on your own effort.

Three and a half years ago I broke my neck and became a tetraplegic wheelchair user. After a year in hospital, I was unable to access the flat I rented and became homeless, relying on friends and family for support—something never in a million years did I believe could happen to me.

Today, I'm the co-founder of a fashion clothing brand for people with disabilities

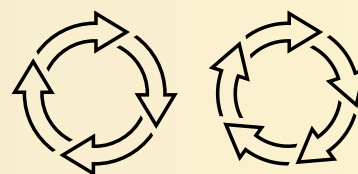
FastAdaptiveFashion.co.uk, a handcyclist, and the Disability Sports Lead at MATTa Creative Agency. I do talks on disability inclusion and sports, and work with sports federations and brands to promote disability sports. I'm the only UK athlete with my level of injury competing in cycling, highlighting the barriers people with disabilities still face. This year, I ranked fourth at the Handcycling World Championships in Belgium. My next goal is to qualify for the 2028 Paralympics.

I love this borough for its friendliness, greenery, and diverse community. Incredible places like Holland Park Opera, the Design Museum, Portobello Road's thrift shops, and cozy cafes make it special.

I am eternally grateful that I got the chance to stay close to my friends and have a place I can call home in my favourite place on earth. The building is beautiful and the flat is adapted, so I can live the best life I can.

You can find out more about me at marinalogacheva.carrd.co and on instagram **@marina_logacheva**

Important benefits update for working age claimants



Your benefits are changing, but we are here to help!

The Department for Work and Pensions (DWP) is sending Migration Notices to working-age residents who currently receive any of the six 'legacy' benefits to inform them that their benefits will be transitioning to Universal Credit within three months.

What you need to do

If you receive a Migration Notice, you must claim Universal Credit within the deadline stated by the DWP. Please claim within the notice period - even if you fear you may be worse off - to ensure you receive Transitional Protection. (In some cases, you might even be better off by claiming Universal Credit.)

When claiming Universal Credit, it is crucial to contact your Income Officer to arrange payments towards your rent by calling us on **0800 137 111**.

We understand that changes can be worrying, but we are here to support you through this transition. Please don't hesitate to contact us for help.

What support is available?

- Visit our Money Cafés if you would like assistance with your claim or have any questions about the Universal Credit migration.
- You can also receive support from Citizens Advice by contacting Help to Claim at **0800 023 2581**.
- For further support and advice, including Digital, Welfare, and Debt support, please visit our Money Cafés or email us at **FinancialInclusion@rbkc.gov.uk**.

Money Café venues/times

Venue	Address	Times	When
Kensal Resource Centre	Bosworth Road W10 5EQ	10am to 4pm	First Thursday of every month
Henry Dickens Court Community Centre	104 St Ann's Road W11 4DH	10am to 2pm	Second Thursday of every month, term time only
Portobello Court Community Centre	Portobello Court W11 2DL	10am to 4pm	Second Friday of every month
World's End Community Centre	16 Blantyre Street SW10 0DS	10am to 4pm	Second Wednesday of every month

Helping you manage the cost of living and high heating charges

We understand how challenging the cold winter months can be, especially with rising living costs and high heating charges. Our financial inclusion and income teams are here to offer assistance and support. We're committed to helping you through this season and ensuring you have the resources you need to stay warm and secure.

Tenancy Sustainment Grant could provide support

Our Tenancy Sustainment Grant is designed to support our residents with a financial boost of up to £500. This grant can be provided in the form of supermarket vouchers or a rent credit.

If you haven't already taken advantage of this opportunity, we encourage you to apply. The grant is available to all housing management tenants, and the application process is straightforward and quick.

To qualify, you need to have savings of less than £500 and either be receiving welfare benefits or be able to provide bank statements to support your application.

How to apply

Visit one of our Money Cafés, where our team will be happy to help you. Alternatively, you can contact your Income Officer on **0800 137 111** or email us at **Financialinclusion@rbkc.gov.uk**

Do you qualify for winter fuel payments?

Starting this winter (2024/25), you will only qualify for a winter fuel payment if you meet both of the following conditions:

- You are over State Pension age; and

You are receiving one of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Universal Credit (for example, through a joint claim with your partner)

The Government has confirmed that the amount you can receive will not change. If you qualify, you will still receive up to £300, depending on your specific circumstances.

If you have concerns about your finances, you can get assistance from our financial inclusion officers and you can speak to one at our Money Cafés, via email at **Financialinclusion@rbkc.gov.uk**, or by phone on **0800 137111**.

You can also check your eligibility for Pension Credit online using the Pension Credit calculator on the **Gov.uk** website.

Homeowner Hub

Service charge final accounts 2023-24

Service charges represent a share of the Council's costs of providing and maintaining services to your block and estate. You're required to contribute towards these costs under the terms of your lease. Before the start of the financial year, we send you a reasonable estimate of the amount we expect the service charges to be.

After the end of the financial year, we compare the actual cost incurred in delivering the services to the estimate. If we have overestimated the charges, you'll receive a credit on your account, but if we've underestimated the charges, you'll receive an invoice for the extra charge(s). The next billing run for the 'actuals' will take place at the end of September 2024 for the 2023/24 financial year.



Paying for major works

Every building needs major works carried out to it now and then to ensure it is properly maintained. As we improve our properties and these works are carried out, leaseholders will be charged a proportion of the cost. These unwelcome charges can be difficult to pay as a single sum without causing financial hardship. For this reason, the Council has worked with leaseholders to agree payment options we hope will ease your financial burden.



Ways to pay

Whichever method you choose to pay, you will need to quote your 11-digit payment reference number.

You can find this on your invoice.

- **Online**

Make one-off payments on our website www.rbkc.gov.uk/hmpayments.

- **Over the phone**

Use your debit or credit card to make a one-off payment over the phone, by calling 020 3974 4670 and selecting option 6.

- **Direct debit monthly payments**

Set up monthly payments that can be automatically transferred across from your account so you don't need to think about it. This can be set up over the phone by calling 020 7605 6464.

- **Via internet banking**

Using the Council's sort code: 57-20-40 and account number: 00000000.

- **By cheque**

Make your cheque payable to "Royal Borough of Kensington and Chelsea" and put your 11-digit payment reference number on the back of the cheque.

If you have any questions regarding your service charges, please contact the Home Ownership Team on hm-homeownership@rbkc.gov.uk or **020 7605 6464**



Managing your rent and repairs has never been easier

As a Council tenant or leaseholder, our updated online service offers you a convenient way to:

Check your account balance

- for both rent and lease accounts

View a detailed breakdown of your account

Monitor your transactions

- including payments and debits over a specific period

Access your repairs history

- including individual home repairs and communal repairs in your block

Request new repairs

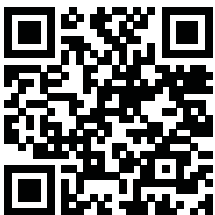
Submit enquiries about your account, repair requests, or any issues you encounter with the online service.

We're continuously improving the platform to better serve you. Soon, you'll also be able to:

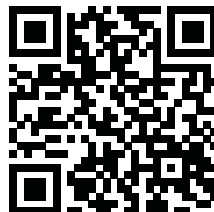
Download account statements for your records

Book or change repair appointments online with ease.

We'll keep you updated on these new features, and we'd love to hear your feedback on how we can make the service even better. Email us at hm-customerservices@rbkc.gov.uk



Scan this QR to sign up or update your account.



The service is simple to use but if you need a hand, scan this QR code to take you to the online housing help page.

What to do if you, or someone you know is experiencing domestic abuse

Experiencing Domestic Abuse

This leaflet is specifically for people who live in social housing. That means your landlord will be:

- the Council
- a housing trust, housing association, or any other registered social landlord

Housing Needs



Domestic abuse can impact anyone, at any point in their life, regardless of their sex, background, age, ethnicity, socio-economic status, or sexuality. It can be defined as a pattern of behaviour in any relationship that is used to gain or maintain power and control.

Domestic abuse can happen in any type of intimate partner relationship at any time. It can include so-called 'honour-based' violence, female genital mutilation and forced marriage and it can be perpetrated by family members or extended family.

We've recently updated our Experiencing Domestic Abuse leaflet which contains a wide range of information and useful contacts for anyone experiencing or knows someone who is at risk of experiencing domestic abuse. Download the leaflet at www.rbkc.gov.uk/domestic-abuse-leaflet

New Housing Allocation Scheme

Residents who have waited the longest for a home and those moving to free up larger properties for families in need will get greater housing priority under the Council's new Housing Allocation Scheme.

The updated scheme, which aims to make the fairest, most efficient use of the borough's limited supply of social homes, provides residents with additional points for every year they have been waiting for a Council or housing association home. It also rewards anyone downsizing from much-needed family-sized homes they no longer need.

Additional points will be awarded to those willing to move into privately-rented homes instead of temporary accommodation, giving them more choice over their housing, while a new banding system will make it easier for residents to see their position on the housing register.

Annual quotas to provide homes for particular types of housing need – such as overcrowded households or adults with learning disabilities – have also been introduced so that the limited supply of housing is spread more fairly.

The Housing Allocation Scheme was developed

following an extensive public consultation and captures many of the themes and issues raised by residents.

Find the details on our website www.rbkc.gov.uk/housing-allocation-scheme-2023 along with answers to frequently asked questions and an easy-read guide.



Kensington and Chelsea currently has more than 3,100 households on its housing register, yet only 368 homes became available for let during 2023/24.



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



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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

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 باشند. 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.

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