

March 2018

# Domestic abuse

Advice for social housing tenants



➤ **Factsheet 17.**

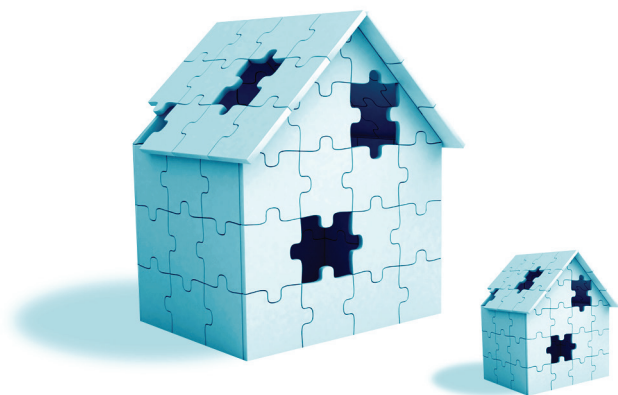


THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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

Some of the advice given in this leaflet will only apply to people who have the sort of secure or assured tenancies that these landlords provide. However, anyone experiencing domestic abuse can contact the helplines listed under *Where else can I get help?* at the end of this booklet.



# What is domestic abuse?

Domestic abuse includes any incident of threatening behaviour, violence or abuse between adults who are, or have been, intimate partners or family members. Abuse can be psychological, physical, sexual, financial or emotional.

Domestic abuse can affect women and men in both heterosexual and gay or lesbian relationships.

## I am a tenant experiencing domestic abuse. What are my housing options?

### **If you need to leave your home immediately**

- In an emergency always dial 999.
- If possible, go and stay with someone you know and trust, where you feel you will be safe.
- Emergency accommodation may be available, particularly if you have children, are pregnant, or are vulnerable due to age or disability.



## If it is still safe to remain in your home

Make sure your housing officer is aware of the situation so that they can discuss your options with you. These may include:

- Sanctuary Scheme

The main feature of the scheme is the creation of a safe room or sanctuary from where you can call, and wait for the arrival of, the police. Extra security such as locks on windows and doors, external gates, fire hammers, fire blankets and emergency lighting are also possible.

- Legal remedies

There are different court orders – injunctions, non-molestation orders and/or occupation orders – that may be worth considering.



## If you wish, in the longer term, to move home

Your housing officer can discuss the options with you. These may include:

- Transfer using the Housing Register

If you are registered on the Council's Housing Register to find or move to social housing, the Police, or the Council's Children's Services or Adult Services can make a request on your behalf for 'At serious risk of harm' points to be awarded to your application. This gives you more chance of moving to an alternative secure tenancy through the Royal Borough's choice-based lettings system.

- Mutual Exchange

If you have a particularly desirable property you may be able to swap it with another tenant who is part of this scheme. You could swap either in the local area or further afield.



# Where else can I get help?

- National Domestic Violence Helpline

0808 2000 247 (24-hour freephone)

Free service for women provided by Refuge and Women's Aid.

- Woman's Trust

020 7034 0303/4 Monday to Friday 9.30am to 5pm

Free counselling service for women in Kensington and Chelsea experiencing domestic violence.

- Advance (Advocacy and Non-violence Community Education)

020 8741 7008

Free counselling, advocacy and support service for women in Kensington and Chelsea.

- Galop

0800 999 5428 (Monday, Tuesday and Friday 10am to 5pm, Wednesday and Thursday 10am to 8pm)

National LGBT+ domestic abuse helpline.

- Victim Support Kensington and Chelsea

020 7259 2424 (Monday to Friday 8am to 8pm, Saturday 9am to 5pm)

Free, confidential support for victims of crime, whether or not the crime has been reported to the police.

- Men's Advice Line

0808 801 0327 (Monday to Friday 9am to 5pm)

Freephone service for men in abusive relationships.

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# How to find out more

## In person:

Customer Service Centre  
The Town Hall  
Hornton Street  
London W8 7NX

Monday to Friday 8.30am to 5pm.

## By phone:

Housing and Homelessness Advice: 020 7361 3982/3983

Housingline: 020 7361 3008

## By email:

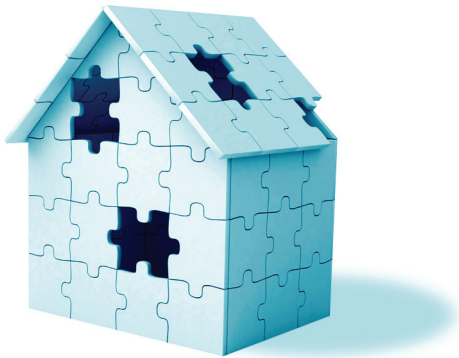
[housing@rbkc.gov.uk](mailto:housing@rbkc.gov.uk) (general housing enquiries)

## Website:

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

Information from this document can be made available in alternative formats and in different languages. Please contact Housingline on **020 7361 3008** or email **[housing@rbkc.gov.uk](mailto:housing@rbkc.gov.uk)**





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