

Housing Matters

News from your Council



Grenfell Testimony Week

Rent and money matters

Estates team in focus

Let's banish mould!



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Hello

It's budget time and our Housing Revenue budget has been a difficult one to balance.

Inflation has caused significant cost rises to our capital works programme and repairs. It has also made it more expensive to borrow to fund the programme, restricting the funding we can access. Despite these challenges, we remain committed to this program, we know how important it is for us to improve your homes – with double glazing, safe insulation and modern kitchens and bathrooms.

We're also working in a new regulatory environment with two new Government Acts - both of which we welcome. These Acts mean increased investments in safety measures as well as requiring a higher frequency of contact from the council with residents.

Part of balancing the budget is looking at how rents contribute to the above factors and along with all other London Boroughs we have taken the difficult decision to raise rents, this is one we do not take lightly - as we understand the cost pressures that everyone is under.

So in order to support those residents in need, we are putting in place a half a million pound Tenancy Support Fund. Please see page five for more information.

Our major works improvement program is essential. However, I'm aware that no one likes living on a building site or having noisy work done nearby. With that in mind I've asked our team to ensure that respite centres are available, hours of work strictly adhered to and that you know who you can contact if there are any issues and they will be resolved.

So please do get in touch if these things are not happening, as we need to get this right.

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.



Don't lose your vote – register and have your photo ID ready

The Mayor of London and London Assembly elections are on **Thursday 2 May 2024**.

To have your say, you will need to make sure you are registered to vote and have a valid photo ID. A range of photo IDs are accepted including passports and driving licences.

A full list of accepted ID types can be found at **www.gov.uk/how-to-vote/photo-id-youll-need**

The deadline to register to vote is **Tuesday 16 April**.

For more information and to register to vote, visit **www.gov.uk/register-to-vote**

To apply for a Voter Authority Certificate, visit **www.electoralcommission.org.uk/voterID**



Your Visiting Officers

We are committed to providing a high-quality Housing Management service. To help us understand our residents' needs and service requirements, Visiting Officers conduct annual home visits to all tenanted properties.

These visits allow the team to meet residents, chat to them about their home and identify anyone who may need extra help and support. It also ensures we have up-to-date information and contact details. This means we can plan, tailor and deliver our services in a way that benefits everyone.

Home visits are generally unannounced, but you can pre-book yours on a date and at a time that suits you by calling **0800 137 111**.

In addition, the team is rolling out a schedule of estate 'roadshows'. Residents will have an opportunity to ask questions, seek advice or book a home visit. To find out about the schedule for 2024, please email **HM-NeighbourhoodResidentServices@rbkc.gov.uk**

Estate Inspections

Each of our estates are inspected four times a year. Residents are welcome to join staff as they walk around, to provide input and ideas as well as point out problems. To access the schedule and see when visits are planned for your estate, please visit **www.rbkc.gov.uk/estate-inspection-schedule** or scan the QR code.



Spaces are limited, so please let us know if you would like to attend by emailing:

HM-NeighbourhoodResidentServices@rbkc.gov.uk For further information please call **0800 137 111**.



Grenfell Testimony Week and a commitment to change

In January, some of those affected by the Grenfell Tower tragedy shared the impact it had on them and those they care about with representatives of organisations implicated in the tragedy.

The event took place as part of a settlement agreement signed in 2023 following a claim brought by a large group of bereaved, survivors and residents and gave those taking part a chance to give evidence directly in front of the claim's defendants.

The week was designed by the participants and included live and pre-recorded testimony, written statements and other contributions such as artworks.



Though the event was closed to the public, a select number of journalists were invited, and you can hear reports of some of the testimony that was shared if you search online for 'Grenfell Testimony Week'.

The Council sent representatives to every day of Testimony Week to listen to the experiences shared by the participants.

Cllr Elizabeth Campbell, Leader of the Council, Deputy Leader Cllr Kim Taylor Smith, and Chief Executive Maxine Holdsworth attended every day. Lead Member for Housing Cllr Sof McVeigh, Director of Housing Management Doug Goldring, and Executive Director for Housing and Social Investment Dan Hawthorn attended for part of the week.

At the first full Council meeting after Testimony Week, Cllr Campbell praised the dignity and eloquence of those who participated and committed to lasting change at the Council:

.....
"It was a reminder that this organisation is to blame for what happened, and we should continue to shoulder that blame..."

"The one thing I want to make clear tonight is that it isn't enough to just turn up. It isn't enough to just listen. You have to take action."

"For us, it isn't enough if we don't complete a fundamental culture change across the entire organisation we lead. It isn't just enough to turn up, it's what we take from Testimony Week and what we do with it that counts."

For more information or to watch Cllr Campbell's full speech please visit www.rbkc.gov.uk/newsroom/council-leader-commits-driving-through-culture-change

Rent letters

This month we wrote to you to let you know about the 7.7 percent rent increase. We know this will be difficult for some, and we didn't propose it lightly. The figure was based on the Government's formula of inflation plus one percent



Last year, the Government capped the increase below inflation, leaving us with less money to work with. This made it harder for us to cover the cost of important work, such as improving the safety and sustainability of your homes.

This year, the cost of electricity and gas has decreased, so you may see a reduction in the cost of fuel for communal areas and heating systems. More details can be found in your rent letter.

Support fund

To help residents, this year we've increased the tenancy sustainment fund to £500,000. We also increased the amount that can be offered to a single household from £300 to up to £500.

This money is there to help you – and is easy to apply for it. Call your Rent Income officer on **0800 137 111** or email **HM-Rentincome2@rbkc.gov.uk** to see if you can benefit. We can offer credit to rent accounts, or vouchers for food or household items.

We'll prioritise the most vulnerable residents for this support and aim to assist everybody in financial hardship whether they receive benefits or not.



Advice and a cuppa

Head to one of our Money Cafés to meet our Financial Inclusion team to have a chat about the support available. We offer a friendly face, good advice and pretty decent coffee.

First Thursday of each month	Second Friday of each month
Kensal Resource Centre W10 5EQ	Portobello Club Room W11 2DL
First Tuesday of each month	Second Wednesday of each month
Silchester Community Rooms W10 6TZ	World's End Community Centre SW10 0DS

For more details about the financial support and advice available at the café, please email **financialinclusion@rbkc.gov.uk**



Universal Credit roll-out

Many of you will already be aware that the Department for Work and Pensions (DWP) is switching recipients of Housing Benefit, Tax Credits, Jobseeker's Allowance, Employment Support Allowance and Income Support over to Universal Credit (UC). While some residents have already moved to UC, some are still receiving one or combinations of the above payments, which are collectively referred to as 'legacy benefits'.

The DWP aims write to all 'tax credit only' recipients to prompt them to move to UC by the end of March 2024. From September they will be writing to households being paid other legacy benefit combinations, who will need to move to UC during 2024/25.

Citizens' Advice recommend waiting until you get a letter with a deadline before applying for UC. In some cases, people will get less money under UC so it's important you apply at the right time – if your letter

doesn't have a deadline, it's not urgent to apply for UC yet. However, if you get a letter with a deadline you should apply for UC, as you could miss out on payments if you don't apply in time.

Check www.citizensadvice.org.uk for more information or drop into one of our Money Cafés, see page five for details . Keep an eye out for support workshops coming soon from our Housing and Employment Team.

New NHS App

Create an NHS login and access your healthcare records directly with the NHS App

By creating an account, you will be able to:

- register for a GP
- order repeat prescriptions and nominate a pharmacy
- book and manage GP appointments
- view your GP health records

Many of the GP Practices in K&C and Westminster have same day GP appointments available (face to face and telephone) you can book using the app. In addition, for a pilot period all patients registered in K&C practices and some Westminster practices, are able to book GP telephone appointments on a Saturday and Sunday via the app.

You can download the app at www.nhs.uk/nhs-app-get-started or scan the QR code.



New Tenancy Agreement



**Your resident representatives provide an update on the process so far*

Dear fellow Council tenants, a few words on the current state of play regards the proposed new tenancy agreements, which many may remember the Council initially tried to introduce in 2020.

For your information, we, being a group of three Council tenants who were duly nominated and elected at a TCC meeting last year, are very pleased to share that after a thorough procurement process carried out by us, an independent solicitor with exceptional legal expertise in social housing tenancy law has been selected.

We are currently awaiting feedback, on what the Council states are the latest updated handbook and proposed tenancy agreements, submitted to the solicitor by us. What we want to reassure you of is that the aim of this work is to safeguard all Council tenants, both new and existing and ensure our housing rights are prioritised and meet current legislation.

Please be reassured that as soon as we've had feedback from our legal expert, we will update you in a later edition. However, please also be aware that we tend to submit 'occasional' feedback, as things progress, in the Council's TCC monthly and HOMES six-monthly meetings, so please do also ask your local RA/Compact Chairs who should be attending, for any further new information.

**This article was written by the residents involved with the review.*



Not so out with the old – re-purposing our office furniture

In summer 2023 we relocated our Network Hub in Kensal Road to refurbished offices at Malton Road in W10 and Pembroke Road in Earl's Court. We were determined that the office furniture we no longer needed would not end up in landfill.

Over 350 chairs, tables and cabinets have since been put to good use by a range of organisations and individuals including the Gladesmore Community School in Tottenham and the Jigsaw Trust, a charity that aims to provide ongoing education, vocational and wellbeing services for autistic individuals and support for their families.

Reducing waste and contributing to a circular economy is just one way that we're becoming a greener borough, as we aim to make our Council operations net zero by 2030.

Just the job

The Residents Careers Zone Portal is our online resource that offers a wide range of tools to support you in your career development. It features expert advice videos, offering invaluable insights from industry professionals about building your career. There are also interactive e-learning courses giving you the opportunity to enhance your skills and knowledge when and how you want.

The portal provides a wide range of learning tools, advice, and employment support, including:

creating a CV

how to complete a job application

completing mock interviews

gaining new interview skills



There is also a job search engine that allows you to search for jobs in 50 countries.

If you are interested in registering so you can access the Residents Career Zone Portal, please email the Housing and Employment team at housingandemployment@rbkc.gov.uk, with your full name, postcode and email address.

Residents can also check out our Careers Zone Portal video that shows the portal's key features: bcove.video/3UhlYOm

The Housing and Employment Service is also hosting a Careers Building Workshop on Wednesday 27 March 2024 - 11am to 1pm at Kensington Town Hall. If you wish to attend, please contact us by emailing housingandemployment@rbkc.gov.uk or calling **020 7361 2070**.

Domestic Abuse Don't suffer in silence

All our housing staff were recently trained to help support residents who are suffering from domestic abuse. Our policy has been recently updated and covers a range of types of abuse, not just physical.

Take a look at our website www.rbkc.gov.uk/housing-domestic-abuse for more information about the services we can provide or call us on **0800 137 111**. You can speak confidently to anyone on that number as all our team are trained to help and support you.



Residents' Interview

– Abdelmajid Semlali

We love talking to our residents to find out about their history, attachment to the borough and what makes it great for them.

Housing Matters caught up with Abdelmajid Semlali who lives and works in Kensington and Chelsea.



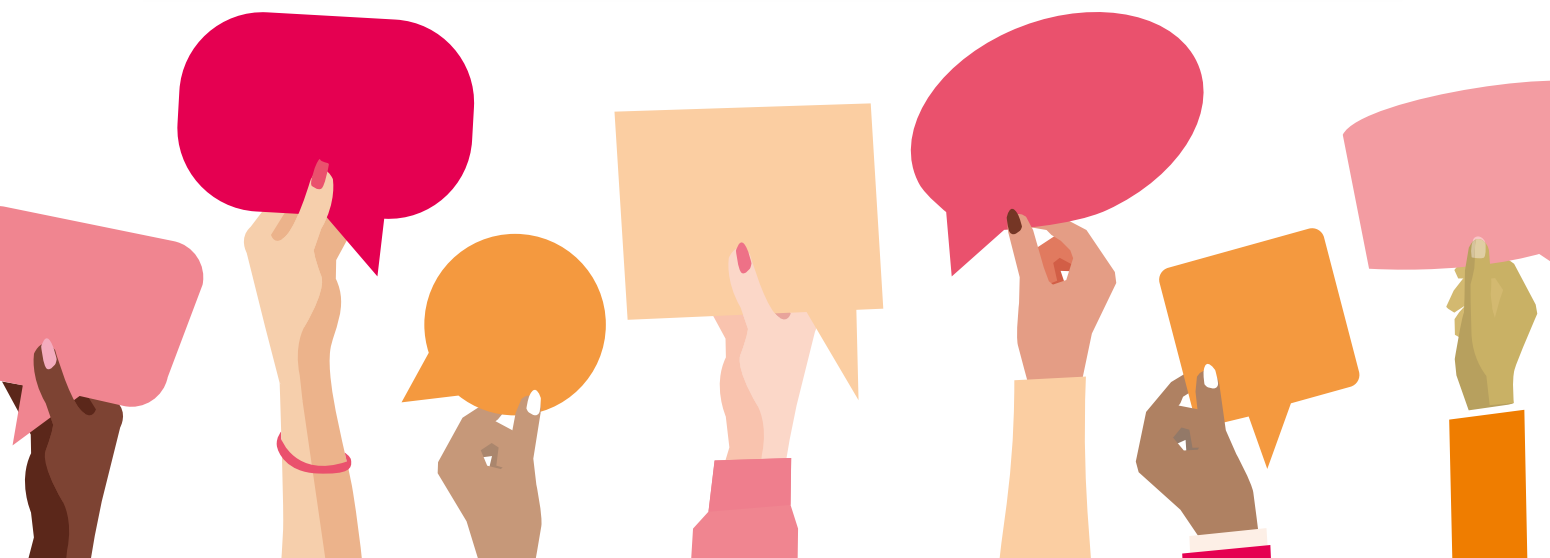
“I originally lived in Earl’s Court during the mid-eighties and nineties but moved to North Kensington over 20 years ago. Because of that I have a special place in my heart for Earl’s Court and I’d love to move back there someday.

“I have lovely memories of my weekly walk along Portobello Road Market on Saturdays and Holland Park provides such a beautiful setting for a stroll in the evening or at the weekend. Also, the cultural and recreational activities which we used to enjoy. I have fond memories of families and children celebrating Eid since back in the early nineties.

“Of course, there are sad memories as well. The painful tragedy of Grenfell Tower, which I witnessed, but that brought out such solidarity among residents. It showed me that we really are one big community.”

And what sets Kensington & Chelsea apart from other London boroughs for Abdelmajid?

“That’s easy, it is this amazing cultural richness and ethnic diversity. The cohesion and tolerance among the residents and communities in the borough is second to none. It’s like a microcosm of the whole world inside London.”



Quietly taking care of business

The Estates team is responsible for keeping your estate clean, tidy and safe. In each of eight Wards the service is led by a dedicated Estate Manager, responsible for delivering cleaning and caretaking.

Responsibilities of the team include:

- deep cleaning
- graffiti removal
- window cleaning
- bulk waste removal
- repairs in communal areas
- estate improvements
- grounds maintenance
- upgrading playgrounds
- new communal flooring

The backbone of the team are the caretakers. They are there to monitor and maintain the estates. They are often the Council workers that residents have most contact with and a first port of call for you when it comes to reporting issues.

Caretakers have a role in safeguarding vulnerable residents, taking time for a chat and lending an empathetic ear, often directing people to additional help. They also report drug paraphernalia, keep an eye on young people playing outside and report homelessness. They even look out for missing pets!



Patrick and Rafiu, Estate Managers

We are committed to developing all our staff. In November last year we created a fully equipped training facility for our caretakers which was subsequently accredited by the British Institute of Cleaning Science (BiCS). Three in-house staff members, who recently qualified as trainers and assessors, are already delivering BiCS training programmes.

Our staff will have everything they need to enhance their skills and excel in their roles. It is already having an impact on our staff's growth and development.



The Communal Shrub Renewal Programme

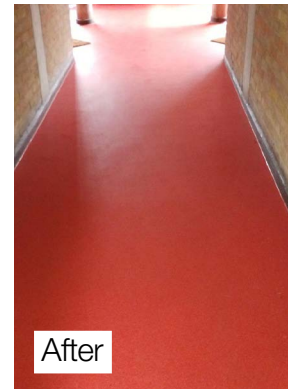
The programme is aimed at revitalising communal spaces with greenery. Several projects have already completed with others starting soon. We have been working in partnership with Tree Wise Men and Chris Edge Treecare, to deliver green improvements. They are responsible for the maintenance of garden spaces and have planted new trees and rejuvenated the shrubbery on many of our estates.



Tavistock Crescent

After consulting with the Tavistock Crescent Residents' Association, we have delivered new vibrant and restored flooring within the communal areas. In January, works to install the new 'Berry Red' flooring by all main entrances were completed.

If you would like to suggest some improvements to your estate, contact the team by emailing HM-environmentalservices@rbkc.gov.uk



Recognising the work of caretakers - Awards 2023

At the end of 2023 we held an award ceremony for the individuals and teams that we wanted to be recognised for consistently going above and beyond in their duties.

Freddy Narvaez from the Chelsea Riverside Ward team was crowned Caretaker of the Year 2023

Freddy was nominated because he showed resilience when he was alone covering Cremorne Estate, which is one of the best performing patches boroughwide.

He always brings an optimistic, can-do approach to all his tasks and responsibilities. He is the to-go person when residents have a query regarding caretaking.

The runners-up in joint second place were Byron Montero and Carlos Nunes who both work in the Mobile Services team; third place went to Marly Salas from Golborne.



Freddy received his award from Mayor Cllr Preety Hudd

Team of the Year was won by Chelsea Riverside Ward

According to resident feedback and satisfaction measures, Chelsea Riverside was recognised as being the most improved, if not best service, compared with the previous year.

Evening Caretaking came second and third was Notting Dale Ward

The Health and Safety Award - Notting Dale Ward

This team has a very low incidence of accidents, great quality delivery on Toolbox Talks, use of lone working devices and shows its good health by having an excellent staff attendance record!

Dalgarno and St Helens Ward were in second place with Colville Ward third.



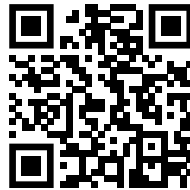
It's up to you – improving your estates

The Estate Improvement Budget (EIB) was set up in 2018 as part of our commitment to give our residents a budget to decide on improvement projects for their estate.

Every year, each Council-managed home is allocated £67; this is added together to give the estate an annual budget. For example, if your estate has 200 homes, then £67 multiplied by 200 gives it a total of £13,400 to spend.

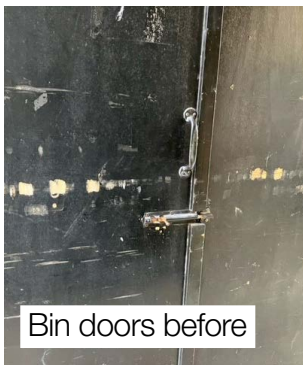
Annual allocations can be carried over to the next year for larger projects or can be spent on several smaller projects throughout the year.

Your Resident Association (RA) or Compact can help you contact your neighbours to agree on how the money could be used. You can find the details of your RA at www.rbkc.gov.uk/residents/ or scan the QR code.



Each estate or block has its own account and you and your neighbours can decide how to spend your yearly budget. For example, some estates have used their EIB to install new planting or to landscape their green spaces, upgrade playgrounds and install new garden furniture or external lighting.

For information about your EIB budget or to suggest a project, contact your RA or our Environmental Project Officer at HM-EnvironmentalServices@rbkc.gov.uk



Bin doors before



Bin doors after



Entrance before



Entrance after

It's your day – Residents' Summit 2024

Last October we held our most successful Residents' Summit yet. Over 250 of you came along to meet the teams that support our tenants and leaseholders.

It was an opportunity to raise concerns, discuss how we work and support you, plus meet some of the senior management team and your Lead Member for Housing.

If you would like to be involved in helping us plan the next Summit in autumn this year, please contact lago.Griffith@rbkc.gov.uk





Meet the team – Resident Liaison Managers

The Resident Liaison team are the focal point of communication between our residents, contractors and the Council.

They ensure that our residents are the key decision-makers when delivering projects, making sure you can have your say about the issues that are important to you.



Kiesha Mitchell has been with the Council since November 2019 and is based in Pembroke Road.

“I find the role both interesting and challenging. Each day is different, which I love; having a variety of

tasks and responsibilities allows me to feel more engaged and fulfilled.

“Winning the Housing Team of the year award was out of this world. Being recognised and appreciated for our continuous hard work and commitment brings me great joy.”



Renee Young has over 19 years of experience in the social and private housing sectors and has been with us since October 2022.

“My main role is to lead, manage and coach my team of resident liaison officers who ensure that our residents voices are heard.”

“I’m passionate about resident involvement and delivering projects that provide safe, secure and warm homes. The variety of the work is great as no day is ever the same.”



Zulfa Ali, a Kensington and Chelsea resident, has been working for the Council for five years initially as a Homeless Assessment officer. Zulfa started a secondment to this team in October 2023.

“Having experience as a frontline officer I try to go beyond what is expected of me to achieve a better result for our residents. I love problem-solving and look to sort out a resident’s underlying issues and hopefully prevent them from getting into a crisis.

“I am learning so much working with colleagues with vast experience under their belts.”

Major Works **Update**



Peta Caine

– Assistant Director,
Property Services

Happy New Year to everyone and I hope you have had a healthy and prosperous start to 2024. We have a lot of work to do in Property Services this year, from transforming one of our biggest estates, Silchester, as well as the massive task of ensuring we comply with the requirements of the Building Safety Act.

The unlikely collaboration between Building Safety and the Gardening Club

We have some green-fingered folk on our Treverton Estate in North Kensington, who love to brighten up their walkways with a variety of plant life.

We've seen all sorts, from lovely potted plants to small beautifully trained and twisted trees displayed on the walkways that can be seen and enjoyed from all around the estate.

However, back in August last year the London Fire Brigade told us that having these plants and pots on the walkways would cause obstructions for firefighters and residents evacuating the building in an emergency.

Our residents, along with the Building Safety Manager and Grounds Maintenance Officer, put their heads together to find a solution that would mean residents could keep their plants but also have safe and clear walkways.

Following a series of conversations with residents, the suggestion of creating a dedicated gardening and planting space on the front lawn was put forward. This means residents will have a dedicated space to relocate their current greenery and have the chance to plant more and curate their own spaces with the help of our Gardening Club.

Thus, was born the 'Treverton Greening Project'! With a name selected, and the idea in full swing, our officers are now busy putting together designs which will be shown to residents so they can provide their opinions. All being well, residents should start to see the Treverton Greening Project come to life later this year so keep an eye out.



Building Safety Manager Mickey Power and Grounds Maintenance Officer Matthew Kurtz at Treverton Tower speaking to residents





Securing best value

Securing and demonstrating value for money is a basic guiding principle for our entire capital works programme.

We do this by making sure there is a balance between quality and price as part of each tender.

In this way we can be sure that the contractors and consultants bidding for our work must focus on the quality side of their quotes. They must prove that they take health and safety, timing, resources and reducing risk into account as well as how they will deliver the work. Careful consideration of all these factors is critical to ensure that a successful project is safe, on time and within budget.

If we only focused on price it would lead to a situation where the lowest cost supplier is always awarded the work, regardless of the quality of their product.



Battery fire safety advice

E-bikes and e-scooters are the biggest growing threat to fire safety in the capital according to the London Fire Brigade. More than 175 fires related to these devices were recorded last year.

Recently the Office for Product and Safety Standards announced it was taking action against the manufacturer of the UPP battery, which has been linked to several fires.

The London Fire Brigade's assistant commissioner for fire safety said in a statement to the BBC: "We're asking people to check whether they have a UPP battery at home. If you do, stop using it right away and contact the seller."

These vehicles must not be left or charged in the communal areas, staircases, emergency exits as you may be committing an offence. We do not recommend charging these in your property either.

Please check the batteries for your devices, and for more information on battery safety visit

www.rbkc.gov.uk/housing/housing-news/charge-safe





Working in union

We are always looking for the most effective way to buy from our suppliers, ensuring both quality and value for residents. Project Union is a new system we have introduced to help us better deliver projects and services. This isn't just for your housing, but also our offices and commercial buildings.

The objectives of Project Union are to ensure:

health and safety is never compromised, all assets are kept safe and in a good state of repair

buying processes meet the Public Contract Regulations 2015 and are accessible for residents

we deliver value for money and meet our residents' expectations

efficient sourcing

fair competition is encouraged to allow small and medium businesses and local suppliers the opportunity to bid for work

our aim of achieving net carbon zero by 2030 as an organisation and the Social Value Act is reachable

we work in partnership with suppliers to encourage innovation and form long-term partnerships.

It will be used during:

new builds

major refurbishments

demolition

ground works

minor works

adaptions

engineering work

extensions

internal fit-outs

repairs projects

The project team comprises officers from across Housing Management, Legal Services, Governance and Strategic Procurement. We also have a Task and Finish group of residents who we keep informed about developments with the project. They have been, and will continue to be involved in the evaluation of tenders from a range of companies.

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 find 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
- 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.

Homeowner panel – join us

Every quarter we host the Homeowner Panel at the Town Hall and via Zoom. Our leaseholders are given the opportunity to raise questions, listen to briefings on chosen topics by our experts and take part in a question-and-answer session at the end.

This panel is open to all leaseholders. It is a chance for you to put names to faces and gives you direct contact with those who can assist with queries. It is also the perfect way to discover and talk to other homeowners who may share your concerns and interests.

To add your name to the invite list and find out more about how to get involved with the Homeowner Panel, email HM-Homeownership@rbkc.gov.uk or call **020 7605 6464**.



Allison – leaseholder from Ladbroke Grove

The Homeowner Panel offers leaseholders an opportunity to come together with the Homeownership team to address prominent issues. As leaseholders, we can voice our concerns and provide feedback, share stories and best practice. The panel offers homeowners the opportunity to raise issues early and find a suitable solution and way forward that works for all.

No excuse for abuse

Sadly our staff face an increasing number of threats and instances of abusive behaviour both in our council offices and over the telephone.

We do understand that many situations our residents find themselves in can be frustrating or frightening. We always do our utmost to help and support those who need it. We promise that our officers will show respect to residents as part of our core values and our aim to provide the best service that we can. Please remember that our teams are human too and treat them as you would like to be treated.

We will always support our staff, and any aggressive language or actions directed against them will not be tolerated.



Slugs and snails and... Spring gardening tips

Slugs and snails adore our gardens, particularly if we are growing salad plants and other tasty treats. But remember, as much as you might not like them, they provide food for all sorts of other animals and are an important part of biodiversity. Please don't use pellets to eliminate them. Other animals can eat slugs and snails after they are dead, often poisoning them. The only real way to avoid their damage is to plant things they don't like. That will leave them to munch on weeds and garden debris, helping to keep the garden tidy.

You can try surrounding plants with coarse sand, grit, washed and broken eggshells or sheep's wool. If you are growing vegetables, a slug collar can stop the pesky beasts getting to the plant. Some people recommend copper tape around a pot. Do not throw them over your neighbour's fence, their homing instincts will simply bring them back!



Slugs love:

Hostas	Sweet peas
Delphiniums	Tulips
Dahlias	Basil
Gerberas	

Slugs hate:

Peonies	Forget-me-nots
Snowdrops	Foxgloves
Roses	Rosemary and
Hyacinths	Thyme

Fun Facts!

Slugs live up to six years although their eggs can be dormant for much longer. You can't see them, but they have up to 27,000 teeth.

Slug blood is green. One snail can have 430 babies a year.



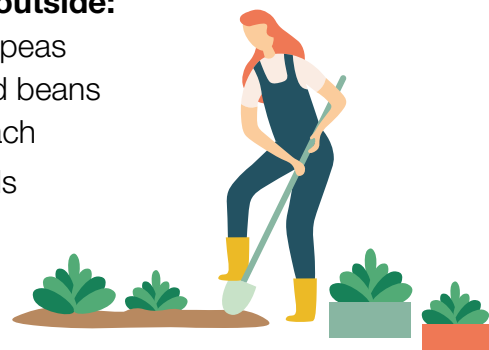
Spring planting

Late March and early April is the perfect time to start sowing indoors – ideally beside or under a window, try these:

- Cucumbers
- Tomatoes
- Basil
- Chives
- Chillies and peppers
- Aubergines

And outside:

- Early peas
- Broad beans
- Spinach
- Salads



Easter is the traditional time to put in your spuds. Plant them in a large pot, bucket, or bag beside your plot, or on your balcony/patio. Don't forget to get your seed potatoes in as soon as possible to give them a chance to start sprouting before you plant them. Happy gardening!

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

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Arabic

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Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

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