

Housing Matters

News from your Council



Residents' Summit – have your say

Over 80 new homes for North Kensington

Building Safety Managers talk safety!

Garden Club's promising signs of growth



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



Welcome from Cllr Kim Taylor-Smith	2
Be heard - Residents Editorial Panel	3
Residents' Summit 2023	3
New play area at Wiltshire Close	4
83 new homes in North Kensington	5
Good Neighbours	6
Charge Safe	7
Major Works Update	8
New home for our housing team	10
Meet the team	10
Concrete in homes	11
Kingspan products	11
Gardening at Chesterton	12
Prohibited items	12
Operation Safety Case	13
Garden Club Launch Party	14
Top tips for winter gardening	15
What's the deal with CCTV	16
Helping you with your finances	17
Football fun	17
Keeping you connected	18
Library of Things	18
Insurance? Got you covered	19

Hello

As many of you may already know, I am moving on from my role as Lead Member for Grenfell Housing, Housing and Social Investment.

This has been an incredibly difficult decision for me. I have devoted the last six years of my life to serving the wonderful communities found in this borough and whilst I feel we are making things better together, I am only too aware of the journey we have left to go. However, we have now reached a stage where our first new Council-built homes are ready to open, have had several years of successfully managing our housing in-house and are making progress in changing the culture, focusing on safety and the resident experience.

It is therefore the right time to contribute in a different way and let someone with new ideas and a fresh perspective take the reins.

This means that I will be moving to the Economy, Enterprise and Culture portfolio, retaining a focus on the Grenfell recovery and working to ensure that we support our residents with employment support and training.

I am confident that I am leaving the housing portfolio in safe hands with Cllr Sof McVeigh. A North Kensington resident who has served as Lead Member for Communities, Sof was involved in the immediate response to the tragedy through her role in Rugby Portobello, joining the Council in 2018. I know she shares my commitment to listening to the community, putting residents at the heart of our decision-making and working day in day out to deliver better housing for all. There is no one I'd rather see take over from me and she has my full support.

Finally, I want to thank every person I have met throughout my time as lead member for Housing and Grenfell and for giving me the opportunity to work alongside them, learn from them, and help me do the most important job I feel I have ever done.

Best wishes,

Cllr Kim Taylor-Smith
Deputy Leader of the Council



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.



Be heard!

Have you got something to say? A story to tell?
We want to hear more from you.

Did you know that Housing Matters is put together by a Residents Editorial Panel as well officers from the Council? We're keen to hear more from residents and give space to voices that are seldom heard.

So if you've got an idea for a story that you want to share, let us know.

If you think you'd like to have a go but aren't confident putting things into words, we can interview you and help you write it up.

To submit a story or arrange an interview email housingmatters@rbkc.gov.uk

For more information about how to get involved with the Residents Editorial Panel, and find out what other projects they've got in the pipeline contact Norrisa.Fagan@rbkc.gov.uk

Residents' Summit 2023

**The highlight of our year is approaching
– the annual Residents' Summit!**

**This year's event will be held from
10am – 2.30pm on Saturday 14 October
at the Great Hall in Kensington Town Hall,
Hornton Street, W8 7NX.**

The Resident Summit is a key way of having your voice heard so we'd love you to join us if you can make it. The event is co-designed with residents and is focused on how your voice can inform future housing policy.

Major changes are underway in the world of housing so do come along to hear about these and how they will affect you. There will be opportunities for you to discuss these and for you to put forward your ideas for improving housing services.

As always, the Summit is a great way to meet fellow residents, chat to our team and have your questions answered. You'll also hear from Cllr Sof McVeigh – the new lead member for Housing, and Doug Golding, Director of Housing Management.

We'll also be providing a delicious lunch.

So do mark the date and look out for your invitation which will be arriving shortly.



New play area for Wiltshire Close



Residents of Wiltshire Close helped design a new play area for the estate which opened this summer.

The old wooden playground was removed and replaced with new play equipment to encourage play for all ages and a new multi-use games area.

Nina Lincoln, chair of the residents' association said:

"The playground is lovely and all the children are really pleased."

"The first contractors working on the site were amazing and completed their part of the work so quickly. We want to thank everyone involved and hope that our community enjoys the playground for years to come!"

The community came together to celebrate at a grand opening on 7 August where Nina officially opened the new play area.

The new equipment was paid for by the estate improvement budget, and money from the Covid Recovery Fund issued by the Council's Public Health Department.

The work was arranged by our Environmental Service Team. Please contact the team on **0800 137 111** or email **HM-Environmental services@rbkc.gov.uk** to find out more about the estate improvement budgets.





Work begins to build 83 new homes in North Kensington



Work has begun on the Barlby Road new homes site in North Kensington to build 83 new homes and a brand-new multi-purpose sports facility for local school pupils and the community.

The development, which is part of our New Homes Delivery Programme, will offer 38 homes for social rent and 10 for key workers with the remaining at market rent.



It is also our aim to make our development as green as possible, so emphasis is being placed on sustainability with low energy lighting, enhanced insulation and air source heating to reduce fuel bills for residents.

As part of the scheme, we will be carrying out improvements to the communal gardens

on Treverton Street and building a small accessible space for the local community to rent.

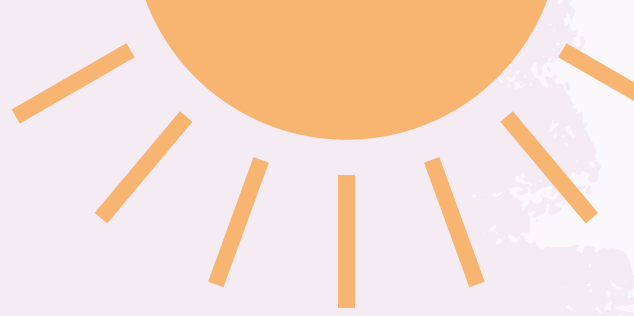
Cllr Sof McVeigh, Lead Member for Housing Management, Housing Safety, and Building New Homes said: “As I take on the housing portfolio, I want to recognise the huge amount of work my predecessor Cllr Kim Taylor-Smith has done to get the New Homes Delivery Programme to this stage. Work starting at Barlby Road is another key milestone for the programme and, as the baton passes to me, I am determined to build on Cllr Taylor Smith’s legacy of new homes and safer homes.”

We are also getting ready to welcome residents into the first new Council homes we have built in decades at Hewer Street and Kelso Cochrane House on Kensal Road. We are expecting residents to move into these new homes in autumn.

Work is due to be completed at Barlby Road and ready for residents to move in by the end of 2025.

For more information and to keep up to date with progress on this development, please visit www.rbkc.gov.uk/housing/new-homes-safer-homes/barlby-road

Everybody needs good neighbours



It can be tough when you're affected by your neighbours' behaviour, and we want to help.

In some cases where the behaviour is particularly serious or deliberate we can intervene through our Antisocial Behaviour Policy. However, in many cases the disturbance is caused by everyday activities such as cooking or by children playing – in these cases we need to try a different approach.

The first step to good, neighbourly relations is for people to acknowledge that we all have different lifestyles, cultures and needs. Being tolerant of differences is an important part of creating great neighbourhoods, as is being aware of how the way you live might affect others.

Here are some things that you can do as a good neighbour:

- Keep the volume on TVs, radios and speakers at a reasonable level
- Try to close doors and cupboards gently
- Keep your speakers off the floor
 - this will help stop the sound spreading to neighbours
- Avoid using noisy appliances such as washing machines or dryers late at night or early in the morning
- If you're having a one-off party, or doing some noisy DIY, please let your neighbours know when and for how long
- Dispose of rubbish in the right way, in the designated places
- Keep pets under control and clean up after your dog

Our Good Neighbour Policy aims to help you and your neighbours reduce tensions and work through any issues together.

If you're affected by a neighbour's behaviour, our first suggestion is to have a chat with them – they may not be aware of what you're experiencing and may be able to fix it quickly. If you don't feel comfortable doing this, we have some Good Neighbour postcards that you can use to write to your neighbour.

If you do need us to intervene, we can help you and your neighbour reach a Good Neighbour agreement which sets out some guidelines for you both. We can also refer you to mediation where a professional can help negotiate a solution that works for everyone.

Talk to our team on **0800 137 111** or email **hm-customerservices@rbkc.gov.uk** for more information.



Charge Safe!

E-bikes and E-scooters offer a great way around the city, but they pose a significant fire risk if not stored and charged correctly.

The risk comes from the vehicles' lithium batteries – if they become damaged or begin to fail in any way, they can start fires.



Here are some top tips on how to reduce the risk of fire when charging your e-bikes and scooters:

- Do not charge batteries, e-bikes and e-scooters on **exit routes in your home**. If a fire breaks out, you won't be able to leave safely. Store them in a shed or garage where possible.
- **Never leave your battery to charge** when you are out or while you're asleep.
- Make sure your battery and charger meet **UK safety standards**.
- Use the **correct charger** for your battery, and make sure to buy from a reputable seller.
- Let your battery **cool** before charging it.
- **Unplug your charger** once the battery is fully charged.
- Fit and test **smoke alarms** in the area where you charge your batteries.

Know the warning signs!

1. **Heat:** It's normal for batteries to generate some heat when charging or in use. However, if your device's battery feels extremely hot to the touch, there's a chance it's defective and may start a fire.
2. **Bulging:** If your battery looks swollen, has a lump or is leaking stop using it immediately.
3. **Noise:** Failing lithium batteries have been reported to make hissing or cracking sounds.
4. **Smell:** A strong or unusual smell coming from the battery could be a sign it is failing.
5. **Performance:** A failure to fully charge or longer charge times can be a sign that your battery is failing.
6. **Smoke:** If your battery or device is smoking, a fire has already started.

If the device starts smoking or catches fire, raise the alarm, get out, stay out and call 999 immediately.

If your battery shows any sign of failing, please:

- Immediately turn off the device and unplug it from the power source.
- Call the device manufacturer or retailer for further instructions.
- If you've spotted the warning signs, make sure you report your faulty battery to **trading.standards@rbkc.gov.uk**

Get in touch if you have any questions or would like to speak to a member of our Fire Safety Team by emailing **firesafety@rbkc.gov.uk**

Major Works **Update**



Peta Caine

– Assistant Director,
Property Services

I hope you were all able to make the most of the summer by getting out and about in the borough!

Here in the Housing Management department, we are always looking at how we can make improvements to our Repairs and Housing Response services. Our Housing Response team has been busy rolling out new and engaging training courses focusing on delivering excellent customer service for our residents. The feedback received so far has been excellent and a marked improvement has been noted in our customer service teams when dealing with waiting times, technical knowledge and logging repairs. We are pleased to report that our resident satisfaction levels have increased from 81.42% in 2020/21 to 85.36% in 2022/23.

And we can't forget the faces you see out and about the most in the borough – our repairs operatives! They have been continuing to carry out your repairs and we can confirm that so far this year they have carried out 1616 jobs! Other projects the team are looking to include: introducing a waste pipe replacement programme as the existing copper pipes are coming to the end of their life; and the roll-out of a roof replacement programme to properties that are not part of our major works programme.

What's coming up at Silchester

Our Major Works Team has been busy getting ready to undertake a mammoth refurbishment project on the Silchester Estate. The team has a big ask ahead of them and are determined to make these much-needed improvements to ensure our residents are living in the safest and most cost-efficient homes possible.

So far, we have combined forces with Equans; the contractor who will be carrying out extensive work, some of which will include replacing roofs and windows, repairs to the outside surfaces, laying new balcony flooring, and redecorating the communal areas both inside and out. This is just a small snippet of what the team are looking to undertake.

We want to say a huge thank you to all residents who have given up their time to be involved in the project so far, whether this be attending



Roger Ward, Project Manager for Silchester meets residents on the estate

meetings with the team, meeting with Councillors, or helping us to select Equans as the main contractor. We hope to continue working successfully with you all as the work continues.

If you would like to find out more about what is planned at Silchester then please get in touch by emailing us at **Housing.Matters@rbkc.gov.uk**.

The Sandhills gets a makeover

Our Major Works Team has been hard at work over the past seven months giving The Sandhills a much-needed makeover!

Back in January, we embarked on an ambitious major works programme to replace the decaying windows and upgrade the communal areas to save energy and reduce bills for residents where possible.

During those seven months, our partner on the project, Mitie, worked to deliver an array of upgrades to the building including:

Vital roof repairs

Installing double-glazed windows

Installing new balcony doors

Replacing the canopy roof

Redecorating the communal areas, including upgrading the lighting

Removing asbestos

Renewing the gutters

Repairing the brickwork where needed

Renewing the sleeper beds and planters

New bin store space and fire curtains in the loft space.



We would like to say a big thank you to all the residents for bearing with the Major Works Team over the past seven months. In particular, the team would like to thank those who joined the various meetings and drop-in sessions and helped them to work as efficiently as possible!

Some of the residents we met on our final walk-through said:

“It’s amazing, the guys are amazing, and the manager was amazing, cannot fault anything.”

– *Una Casserly*

“Very impressive, whole building looks brand new and for the scale of work they were not that noisy”

– *Aslie Bravo Clot*

“I was the pilot flat and was so nervous as could not move furniture, but Mitie helped. The work has been slow but not intrusive, thanks to Laura and everyone who came the day before to help, really delighted. We have been kept up to date and fully informed.”

– *Jane Annable*

If you would like to get in touch with the Major Works team, please email capital.investment@rbkc.gov.uk.





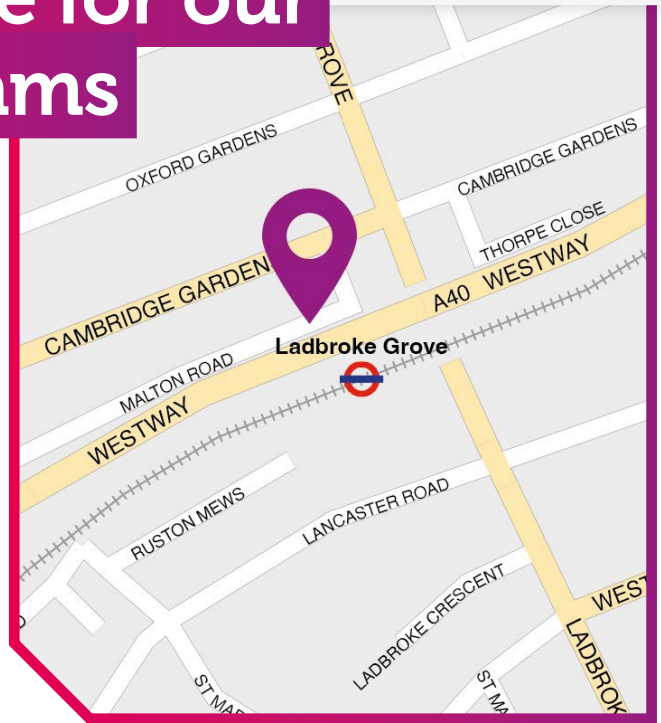
A new home for our housing teams

In August we moved our reception from the old hub in Kensal Road to our revamped offices in Malton Road.

Our reception is now based at the Malton Road office, **2-4 Malton Road, W10 5UP**. It's easy to find, under the Westway just next to Ladbrooke Grove station. Pop in during our office hours: **9am to 5pm, Monday to Friday**.

You can also meet our team for certain services by appointment at our office at **37 Pembroke Road, W8 6PW**. Call us on **0800 137 111** for appointments.

For those of you in the south of the borough, our office at 12 Blantyre Street, SW10 is still open, and you can pop in and speak to the team during office hours.



Meet the team

If you're curious about the people who deliver your major works projects, say hello to our two Major Works Delivery Managers:



Simon

Simon Rogers
Bringing expertise in Fire Safety, Health & Safety, Contract Management, and Retrofit, "I am committed to fostering

collaboration and excellence in project delivery. Thrilled to be part of this dynamic team—let's achieve great things together!"



Ellie

Ellie Achilleos
– "I have worked in the construction industry for over 20 years, specifically within Local Authority Housing departments. To date, I have

worked with my team of expert Project Managers to oversee work on many of our estates across the borough including Grove House and Adair and Hazlewood Towers."

Queries about concrete in homes

You may have seen the recent stories in the press about the use of reinforced autoclaved aerated concrete (RAAC) in school buildings. Since those stories have come to light, a few residents have asked whether RAAC is used in their homes.

We had a concrete survey carried out by Curtins, a leading consultant on the built environment. They looked at all our homes and were specifically asked to look for RAAC. They reported:

“During our inspections we did not encounter any roof slabs displaying deflections, excessive or otherwise, which would be symptomatic of RAAC. In our opinion the use of RAAC in these buildings is highly unlikely.”

We know it will be a concern to residents, so we will be monitoring the situation closely and making sure we are up to date and compliant with any further inspections or tests required.

Kingspan products – making it right

Kingspan was one of the companies who made the insulation that was used on Grenfell Tower. In 2021 we banned the use of Kingspan products on any of our projects and banned our contractors from using them while working for us.

We also banned products from Celotex and Arconic, and banned Rydon as a contractor or subcontractor as their products and services were linked to Grenfell Tower.

During the summer, during one of our inspections of the work being carried out at Adair and Hazlewood Towers, we discovered that the contractor had installed Kingspan products on the balconies of 16 homes. This was directly against our instruction.

Once we found out the material had been used, we told the contractor to remove it immediately and replace it with the product we originally specified. This was done within two working days at the contractor's expense.

We're sorry that this happened and have asked for a full explanation from the contractor. We've reviewed the

materials used and the log confirms no other instances of banned products being used.

We have a strict inspection regime on all our major works projects and we're glad that we were able to find the material and resolve the issue quickly.



Gardening, Building Safety and Tea at Chesterton

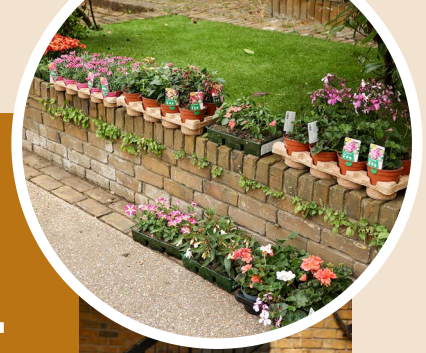
As you may know by now, our Building Safety Managers are always looking at different ways to engage with residents and most recently the green-fingered among them dug out their gardening gloves and got stuck in with some communal planting.

Although gardening was a lovely way to spend the day, this work was required to ensure the building's safety; greenery had started to overgrow and cover the external gas pipes, which could have posed a risk to residents had it not been rectified.

Once the team found their shovels, trowels and shears and got down to business they soon had the area cut back and cleared to a safe level.

After everyone had recovered from the vigorous activity, the team broke out the tea and cake and sat down with some younger residents to talk about the role of a building safety manager and how they can help themselves to stay safe.

A big thank you to all those who came out to help, including our partners at Overbury and colleagues working in Environmental Services, Neighbourhood Services and Estate Services.



Prohibited items

We know people are proud of their homes and want to make improvements. However, we need to ensure the safety of all our residents. We want to take this opportunity to remind residents what items present major hazards and aren't permitted when making changes to outdoor spaces:

Gas canisters, barbeques or patio heaters

Fuel, petrol or sources of ignition of any kind

(or any equipment powered by fuel e.g. generators or gardening equipment)

Trailing cables, sockets or electrical white goods

Paints, oils or paint thinners

Excessive furniture or items cluttering the balcony

Plastic or upholstered furniture

Loose plant pots/plant pots placed insecurely on ledges

Curtaining or enclosing of the balcony on any side e.g. bamboo screens

Gating off any communal area or balcony

Gazebos, tents and sheds

– if they cannot be sited more than six metres away from any RBKC building perimeter.

There have been incidents of fires caused by carelessly discarded smoking materials fuelled by garden structures in the past.

Operation Safety Case

The Role of a Building Safety Manager

We are busy working to ensure we meet all the requirements of the new Building Safety Act 2022. A key part of this was bringing on board three Building Safety Managers (BSMs). The Housing Matters team has been speaking to the BSMs to get an understanding of their role and what a typical working day looks like for them.



This is what **Daniel Sheridan** had to say:

"All 34 of our higher-risk residential buildings have been assigned a BSM to help oversee the structural and fire and safety management. As a team, we have several key duties, including carrying out building safety inspections.

We carry out these inspections on a regular basis to ensure your buildings are safe! I recently spent some time carrying out inspections at Hazlewood Tower where I was able to confirm the scaffolding was being maintained properly and was not posing any hazards to people entering and leaving the building."



When we spoke to **Mickey Power**, he told us all about the Building Safety case document which will be sent to all residents living in one of our higher-risk residential buildings:

"An important part of our role is creating these cases which provide an overview of how safety is managed in your building, this includes identifying any risks, emergency planning and evidencing how each precaution is tested and maintained. Over the last few months, I have been working with other teams in the Council to ensure all staff are aware of how this new Act affects them and their teams. We've recently assembled a superstar task force named – Operation Safety Case!"



Tina Mistry had this to say:

"We are committed to working with residents in diverse and meaningful ways. Most recently, I have been working with residents at Chesterton Square and Silchester Estate to brief them on the Building Safety Act and raise awareness of our roles as BSMs, and the support we can provide. I will be continuing our programme of engagement events throughout the year and hope to see you soon!"



Garden Club Launch Party



We launched our brand-new Garden Club for our estates' residents on 26 July.

The evening was attended by over 80 people of all ages from across the borough who came to learn about gardening and the benefits for local communities. On the night, we heard from guest speakers, including the acclaimed Scott Smith featured on BBC Scotland's Beach Grove and horticultural experts that work for the Council as well as

resident gardeners who have contributed to landscaping on their estates, sharing their experiences of gardening.

We also had a gardening themed quiz

which saw eight lucky contestants winning our star prize of free admission to Kew Gardens and afternoon tea, and a number of residents winning potted plants and vouchers. However, none of our guests left empty-handed and received lavender bags, wildflower seeds and pots to kick-start their gardening hobbies.

Residents can expect future Garden Club events to involve planting days on estates, teaching sessions from gardening experts and gardening themed activities for the whole family.

If you're interested in joining the Garden Club and attending similar events contact

HM-GardenClub@rbkc.gov.uk or visit: **www.forms.office.com/e/neAw644wZD**



Helping Future Generations Grow

One of the key focuses of the Garden Club is to encourage young people to take an interest in horticulture and the communities that they live in. That's why we held a 'Decoration Station' for residents' children to paint pots to take home with them. Take a look at some of these fantastic examples of budding gardeners in the borough.

Top tips for winter gardening

Matthew Kurtz, our Contracts Officer looking after grounds maintenance, and the officer leading the Garden Club project, gave us some top tips for looking after your gardens and balconies in October.



1) Pick tomatoes



If you've got tomatoes growing that haven't ripened yet, it's a good idea to pick them now and let them ripen inside. This will protect them from any frosty temperatures and ensure you get the most from your plants. Tomatoes need ethene gas to help them ripen so the best way to get them ripening indoors is to put them in paper bag and put them in a cardboard box or empty kitchen drawer. You can add a banana or apple to the bag to increase the amount of ethene.

2) Harvest summer veg



If you've been growing peas or beans, collect your last harvest in October. Once you've done this you can cut the plants back to ground level. Leave the roots in the soil – they'll release nitrogen making the ground healthier for other plants.

3) Plant bulbs



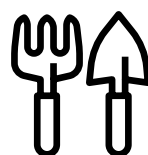
You can probably get away with planting some spring flowering bulbs like daffodils, crocuses and hyacinths if you get a move on. Hardy, summer flowering bulbs such as lilies, alliums and crocosmia can be planted through to the end of October.

4) Protect your pots



If you've got pots you need to leave outside over winter, insulate them now by wrapping them in bubble wrap to keep the heat in. You can also add mulch to the tops of pots to keep the roots warm through the winter.

5) Have a good clear out



They call it a spring clean inside the home, but in the garden, the autumn is the best time to get things in order. You'll be ramping down the gardening over the coming months so getting things shipshape for the spring is a good idea. Also it's a great idea to do any weeding now as this may save you a job in the spring time.

We hope this is useful – please send in pictures of your garden, or if you've got any tips or hints for gardening in winter we'd love to share them! Contact us at HM-GardenClub@rbkc.gov.uk





What's the deal with CCTV?

Ever wondered what goes into managing and delivering CCTV services to keep our residents safe? Our teams are constantly working towards maintaining and improving our CCTV monitoring service to ensure you feel safe and protected as part of our commitment to become a safer borough for everyone in Kensington and Chelsea.

How CCTV works

We have a number of CCTV cameras around the borough to help us monitor and investigate complaints and crimes to keep our residents and visitors safe. We work closely with different authorities and our partners such as the Police, insurance companies and Council staff who request CCTV footage to help them investigate complaints or crimes in the borough. The Council is the data controller and complies with GDPR data regulations.

Playing your part

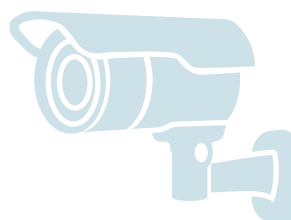
If you're the victim of a crime you need to report it to the police and get a crime reference number. If it's antisocial behaviour you can report it to us so we can investigate it. We, and our partners, rely on statistical information so we know which areas and times to focus our resources on. The information makes sure we can help in your case, but also helps us and our partners fight crime and keep neighbourhoods safer.

What happens next

We met with residents in August to discuss ideas and feedback on how we can improve the current CCTV service which will help form part of a wider consultation. We heard from our residents about embracing new technology, cost-effective procedures and changing the way we work, which will help us make changes to deliver an efficient and cost-effective service for them. Watch this space for more information and more chances to feed into how we improve our service.

Getting more CCTV

We know many residents want more CCTV used in their estates and neighbourhoods. If you want to request CCTV for your estate the best way is by using the Estate Improvement Budget. Every year, each Council-managed home is allocated £67; this is added together to give the estate an annual budget to spend on improvements for the benefit of all residents. To find out more about your Estate Improvement Budget contact our Estate Care team on **0800 137 111**.



Helping you with your finances



The cost of living crisis is still affecting many of us. We know it's not been easy for residents, and we want to help those who are struggling with everyday finances through Money Café as part of our cost of living support.

Money Café is a community hub where our dedicated teams are on hand to help residents with financial advice and support on a range of topics from Welfare to Housing, including our newly introduced Tenancy Sustainment Fund to help individuals with rent payments or tenancy related issues.

Find out about a range of financial assistance available including:

- Tenancy Sustainment Fund and Crisis Payments
- Support with Welfare and Grant Applications
- Welfare and Money Advice
- Access to Computers with Wi-Fi
- Local Support Scheme
- Discretionary Housing Payments
- Section 13a Council tax write-offs
- Homelessness Prevention Fund
- School Uniform Grants
- Free Broadband and Phone Offers
- Energy Trust Funds Grants
- Warm Home Discount Advice
- Water Rate Discounts
- Social Tariffs

It's open every month from **10 am to 4pm** and you can register for free at any of our locations across the borough:

- **Kensal Resource Centre**
W10 5EQ
(first Thursday of every month)
- **Portobello Club Room**
W11 2DL
(Second Friday of every month)
- **Silchester Community Rooms**,
W10 6TZ
(First Tuesday of every month)
- **World's End Community Centre**,
16 Blantyre Street SW10 0DS
(Second Wednesday of every month)

If you would like more details, please email financialinclusion@rbkc.gov.uk or call **07855 160940** and a member of the team will be happy to help.

Join us at a Money Café near you to build a stronger and more resilient community together.

Football fun

In August, we hosted a live streaming of the FIFA Women's world cup match between Morocco and Colombia so residents could watch the game with their friends, families and neighbours. There was free tea, coffee and refreshments for everyone to enjoy in what was a fun-filled atmosphere.



Keeping you connected

Money Café is offering a free digital package for families and households on low-income aged 18+ to keep you connected:

Mobile sim card (12 months) loaded with 20gb data, unlimited calls, and texts.

Fibre broadband 12 months (subject to availability)

This free comprehensive digital support aims to make communication easy and hassle-free for our residents as part of our commitment to keep you connected.

Library of Things coming soon!

If you want to put up a shelf but don't have a drill, or fancy freshening up your carpet but don't have a carpet cleaner, our new service could be just what you need.

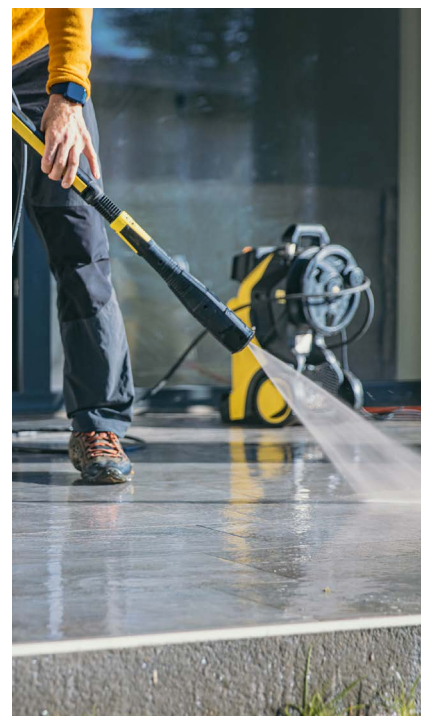
From October 2023 a Library of Things will be coming to Kensington, based at Kensington Leisure Centre, Silchester Road.

It works by requesting an item via a website, paying a small borrowing fee, then collecting your item with a unique code from a locker at the Leisure Centre.

Over the summer, Library of Things ran a survey on their website to find out what things people want to borrow most. DIY and cleaning equipment are very popular - things such as

steam cleaners, extendable ladders, pressure washers and wallpaper strippers. You might also be able to borrow things like a speaker and mic for karaoke at home or a projector and screen for cinema evenings with friends.

Additional concession rates of 25% are available to anyone who feels it would help them – no questions asked. To find out more and sign up, visit www.participate.libraryofthings.co.uk/northkensington





Insurance? Got you covered...

Did you know we offer affordable low-cost home contents insurance specifically designed for tenants and leaseholders?

Helping you prepare for the unexpected

Home contents insurance can help if your possessions are lost, damaged or stolen.

We work with Royal Sun Alliance to arrange a contents insurance scheme designed specifically for tenants. It covers your belongings in the event of fire, theft, vandalism or water damage, such as burst pipes.

The scheme is flexible so you can pay weekly, fortnightly, monthly or annually.

You can choose different levels of cover, starting from £4,000 and there is no excess to pay if you do need to claim.

What are the benefits?

Nil excess

Relatively low cost with flexible payment options

Buildable policy to suit tenants and leaseholders needs

Premiums start as low as £41.71 for annual payment with £4,000 sum insured

To find out more please call Royal Sun Alliance Group on **03456 718 172**.

You can also get an application form from your local neighbourhood office or download it from **www.rbkc.gov.uk/housing/information-homeowners-private-rented-tenants-and-landlords/homeownership/home-contents-insurance**

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



Finished reading me? Recycle me!

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 باشد. 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.

Spanish

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



WORLD
LAND
TRUST™

www.carbonbalancedpaper.com
CBP021064