

# Housing Matters

News from your Council

Help us become the best Council for you

Meet the Housing Investigations Team

A focus on your financial, physical

and emotional health

Is your Caretaker

the best?

Nominate now

Request your

Daffodil bulbs

now for spring



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



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## Hello

The rise in the cost of living is hitting us all and as a nation we are going through yet another challenging time of adversity and uncertainty.

As a Council, we are doing what we can to support residents, but budgets are being squeezed across all our services and sadly we are not immune to things like the rise in energy costs. Unfortunately, this does mean that our residents will see an unavoidable increase in their bills over the next few months.

Whilst there is some support coming from central Government, we are looking at what more we can do for our residents and how we can help people through this difficult period.

We have recently launched a new area on the RBKC website exclusively for housing-related news and information - a digital version of this magazine if you will - and will be updating this regularly with any new support and services available. We are acutely aware that many of our residents prefer to hear from us via digital channels and tend to get their news via the web, so we hope by launching this website area, we will be able to keep you better and more quickly updated. Please check it out at [www.rbkc.gov.uk/housing-news](http://www.rbkc.gov.uk/housing-news)

Bearing in mind the impact the rising cost of living is having on people, we felt it was important for us to focus on health and wellbeing in this edition of Housing Matters and highlight some of the support out there in the community for residents. When times are tough, looking after your mental health, your physical health and, most importantly, one another, becomes so essential. Do get in touch with the team at [Housing.Matters@rbkc.gov.uk](mailto:Housing.Matters@rbkc.gov.uk) if you need any further information or want to promote a local service, community group, or event you are holding that might benefit your neighbours and help bring people together.

Cllr Kim Taylor-Smith  
Deputy Leader of the Council

It was with profound sadness that the Council learnt of the passing of Her Majesty The Queen. Our deepest condolences go to our new King and to all members of the Royal Family.

# Planning the bigger picture



Thank you to everyone who came to the Residents' Summit in July. It was wonderful to see so many of you in person for the first time since the Covid restrictions.

During the Summit, Deputy Leader of the Council, Cllr Kim Taylor-Smith, and Director of Housing Management, Doug Goldring, detailed some of the challenges the Council will face in the months ahead, and acknowledged some of the progress we've made over the last year.

Residents gave their time generously to discuss a range of topics and took the opportunity to meet staff, gather information, share ideas and report issues.

We are in the process of looking at all your feedback and comments from the day and using it to inform future decision-making. We'll report back in the next Housing Matters.

We look forward to welcoming you to another Residents' Summit next year.

For more information email [hm-residentengagement@rbkc.gov.uk](mailto:hm-residentengagement@rbkc.gov.uk)

## Help us build a legacy from Grenfell

Kensington and Chelsea Council is asking residents to share their views on how we can become the best Council for our communities in light of Grenfell.

Bereaved, survivors and local residents have challenged us to make sure that the lessons from Grenfell are never forgotten. They have told us they want us to use the learning from the tragedy to make Kensington and Chelsea the best Council for all residents, and one which is led by its communities.

We are holding focus groups and one-to-one discussions with those directly affected by Grenfell but we have also launched a survey that anyone can complete. Please visit <https://linktr.ee/grenfelllegacy> to give us your views.

We have already heard many ideas about this through the range of consultations that have taken place with bereaved, survivors and local residents and have started on that path of change.

However, we know there is still more work to do to rebuild trust and relationships with our communities and want to give everyone an opportunity to tell us how we can do that by building a shared vision for the future, whether you are a local resident or were directly affected by Grenfell.

This is the first element of a wider conversation which the Council is having about its priorities over the next four years to shape the new Council Plan.

If you would like to find out more email [GrenfellLegacy@rbkc.gov.uk](mailto:GrenfellLegacy@rbkc.gov.uk) or call **07714 846092**.

## A legacy from Grenfell

Help us become the best Council for you



# Thanks for joining us at the summer roadshows!

Housing Management teams have been on the road to meet, greet, and hear about residents' concerns at a series of roadshows throughout the summer.

Teams from Estate Care, Resident Engagement, Neighbourhoods, Capital Works, Fire Safety, Grenfell Partnership and Financial Inclusion were on hand to answer queries, offer advice, and have a catch-up - while children enjoyed the face painting, summer fruits, and ice lollies in the warm summer weather!

Caretakers, part of the newly-formed Estate Care teams, made the most of the opportunity to introduce themselves to the residents on their patch and welcomed ideas for how they could ensure they are providing the best service possible.

Thank you to everyone who came out to meet us, give us feedback, raise queries, and make each afternoon so enjoyable.

For more information on your Estate Care service visit [www.rbkc.gov.uk/estatecare](http://www.rbkc.gov.uk/estatecare)





# Meet the Housing Investigations Team!



The Housing Investigations Team, led by Manager Stephanie Toghill along with three further team members, was formed in November 2021 to provide a dedicated resource to help tackle housing fraud. They are a motivated team with more than 50 years' experience between them.

To date the team has recovered 12 properties from fraudulent tenancies which we have been able to allocate to families on our housing waiting list. Recently, in a first for any UK Council, they obtained a court order which allows them to access information from Airbnb regarding Council properties that are illegally listed as holiday lets on their website.

## The main types of housing fraud the team investigate are:

### Application Fraud

when someone isn't truthful, or submits fake documents, when applying for a council home.

### Unlawful Subletting

when someone illegally rents out their home, or part of their home, to make money, either as a long-term let because they have another house elsewhere, or as a short-term holiday let via websites like Airbnb or Booking.com.

### Non-Occupation

when tenants do not occupy their council property as their main or principal home.

### Succession Fraud

when someone attempts to take over the tenancy of a property they are not entitled to.

### Right To Buy Fraud

when someone enters a false application for Right to Buy on a council property.

## Stephanie said:

*"This partnership with Airbnb will help us tackle housing fraud much more effectively as we will be able to access evidence that undeniably proves dates that illegal subletting is taking place, and the money made from it."*

*"We can now take enforcement action, recoup the profits made from the illegal sublet and, most importantly, recover the property to give it to someone else in genuine need of a place to call home."*

*"Working in the Housing Investigations team is a great job and gives a real sense of doing something worthwhile for the borough's residents and those waiting for a home in Kensington and Chelsea."*



If you know of, or suspect, someone is committing tenancy fraud in Kensington and Chelsea, you can contact Steph and the team on **020 7605 6401** or email **tenancyfraud@rbkc.gov.uk**

# Your Health and Wellbeing

**Consultant Psychiatrist  
and Central and North  
West London NHS  
Foundation Trust  
Physical Health Lead.**



As we go through this very difficult time for so many, it is important that we take care of our mental health and keep an eye out for others.

Something I'd like to draw your attention to is a list of ten principles collated by Action for Happiness (a movement of people focused on creating a happier world) based on the latest research into happier living:

- Giving - Do kind things for others
- Relating - Connect with people
- Exercising - Take care of your body
- Awareness - Live life mindfully
- Trying Out - Keep learning new things
- Direction - Have goals to look forward to
- Resilience - Find ways to bounce back
- Emotions - Look for what's good
- Acceptance - Be comfortable with who you are
- Meaning - Be part of something bigger

Each of these principles can form a framework for anyone who wants to lead a balanced and healthy life.

The experience of giving something back to the community can improve your self-esteem and make your mood more positive over time. I know there are many ways to get involved, give back and become part of the community in Kensington and Chelsea. Make the effort and it will serve you well.

## Support services in Kensington and Chelsea

### Health and wellbeing

#### Community Living Well

– a service offering mental health support through clinical services like IAPT, wellbeing services, peer support groups and a Community Mental Health Hub.

[www.communitylivingwell.co.uk](http://www.communitylivingwell.co.uk)

020 3317 4200

#### Grenfell Health and Wellbeing Service

– aims to work in a way that is tailored to you, your family and your community, using a range of different therapies, groups, and community-based projects.

[www.grenfellwellbeing.cnwl.nhs.uk](http://www.grenfellwellbeing.cnwl.nhs.uk)

020 8637 6279

#### One You RBKC

– helping you on your way to a healthier, happier you through different programmes focused on exercise, healthy cooking, wellbeing workshops, and expert talks.

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

020 3434 2500

#### SPACE

– a community led health and wellbeing hub which provides a support helpline, a baby bank where you can get nappies, clothes and equipment, a holistic wellbeing programme and volunteering opportunities.

[www.214space.org](http://www.214space.org)

0800 047 8161

### Children and young people

#### Place2Be

– an early support service for children and their families to help with mental health issues and prevent life-long mental issues in young people.

[www.place2be.org.uk](http://www.place2be.org.uk)

020 7923 5500

## Services for the elderly

### Age UK K&C

– a local charity working at the heart of the community which provides a wide range of services including befriending, practical help, information and advice, and a variety of social and leisure activities.

[www.ageuk.org.uk/kensingtonandchelsea](http://www.ageuk.org.uk/kensingtonandchelsea)  
**020 8969 9105**

### The Silver Line

– a free, confidential telephone service just for older people which provides friendship, conversation and support 24 hours a day, 7 days a week.

[www.thesilverline.org.uk](http://www.thesilverline.org.uk)  
**0800 470 80 90**

## Help for women and girls

### Angelou Partnership

– finding solutions and supporting women and girls affected by domestic violence and abuse.

[www.angelou.org](http://www.angelou.org)  
**0208 741 7008**

### Maternity Champions

– support for expecting and new mothers, linking parents to local health and maternity services and reducing social isolation.

[www.communitychampionsuk.org/teams/maternity-champions/maternity-champions-home](http://www.communitychampionsuk.org/teams/maternity-champions/maternity-champions-home)  
**020 8960 3234**

## Combating loneliness

### WEPT

– a unique training and enterprise project providing women from diverse cultural backgrounds with a safe and welcoming place to make new friends and learn new skills.

[www.weptproject.co.uk](http://www.weptproject.co.uk)  
**020 7169 8161**

### Men's Shed

– a creative workshop for men to work together and use their skills to contribute to community projects.

[www.acava.org/education-and-community/project/maxilla-mens-shed](http://www.acava.org/education-and-community/project/maxilla-mens-shed)  
**07377 341 827**

## Help in a crisis

### PAPYRUS HOPELINEUK

– support for anyone under the age of 35 struggling with thoughts of suicide as well as guidance to anyone concerned that a young person they know may be experiencing thoughts of suicide.

[www.papyrus-uk.org](http://www.papyrus-uk.org)  
**0800 068 4141**

### Samaritans

– an emotional support service for anyone struggling to cope, available 24 hours a day, 365 days a year.

[www.samaritans.org](http://www.samaritans.org)  
**116 123 (free to call)**

## Ambassadors of Hope

**Would you like to improve your knowledge of mental health, offer support to someone in crisis, or hold supportive conversations in your community?**

If so, you can find out more at this free one-hour training course offered by Chasing the Stigma and Central and North West London (CNWL) NHS.

The course aims to normalise and promote conversations around mental health. You'll gain knowledge of the support routes available through Chasing the Stigma's Hub of Hope app, get tools for self-care, and guidance on what to do in a mental health emergency. Visit [eventbrite.co.uk](http://eventbrite.co.uk) and search 'Ambassadors of Hope'.



# Financial Health

## Help for Households

The Government has recently launched its Help For Households campaign which details all the help available for people during the current cost of living crisis including help with childcare costs, finding work, and transport costs.

<https://helpforhouseholds.campaign.gov.uk>

### Winter fuel bills

Households will receive a £400 payment from the Government's Energy Bills Support Scheme which will be spread over six months. The first payment is due to be made in October 2022. If you pay by direct debit, you will see this discount applied automatically to your bill. If you have a prepayment meter, you will be contacted by post and will likely receive a cheque or vouchers. The Government has confirmed equivalent support will be made available to households on communal heating systems and an announcement with details on how and when these households can access this support will be made this Autumn.

Households in receipt of certain benefits will receive an additional cost of living payment of £650 paid as two lump sums. If you are entitled to this payment, you do not need to apply and will be awarded the payment automatically.

The Government is also providing additional payments to pensioners and disabled people depending on their circumstances.

For practical tips on how you can reduce your energy output, visit

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

## What if I already have debt from my utilities bills?

You may be able to get help from your gas or electricity supplier to reduce your energy

debts. You can ask your supplier if they have any funds or schemes that can help you, for example British Gas have recently announced extra support and make awards of £550 on average. Many water companies also run hardship schemes or fund independent charitable trusts which can help you pay your bills and phone and broadband providers have social tariffs available which you may be entitled to apply to.

For further information on what support is available you can visit our Cost of Living Support Hub at [www.rbkc.gov.uk/cost-living-support-hub](http://www.rbkc.gov.uk/cost-living-support-hub)

## Help with your finances, employment and daily expenditure

You may find that rising energy prices make it more difficult to meet all your essential expenditure.

Our Financial Inclusion Team can look at whether you are entitled to any benefits, help you apply, and give you advice on budgeting and reducing debt.

Contact the team on 0800 137 111 or email [FinancialInclusion@RBKC.gov.uk](mailto:FinancialInclusion@RBKC.gov.uk)

If you're looking to get into employment, our Housing and Employment Team provides support with writing CVs, searching for jobs, completing applications and preparing for interviews. Contact the team on 020 7361 2070 or email

[housingandemployment@rbkc.gov.uk](mailto:housingandemployment@rbkc.gov.uk)

For a list of food banks in the borough, please visit [www.rbkc.gov.uk/housing-news](http://www.rbkc.gov.uk/housing-news)



# Physical

# Health

## Get Active for Less

There are lots of ways you can enjoy getting active in Kensington and Chelsea for less. Get into the swing of something new with a wide range of activities available to help support your health at a low cost.

Three new outdoor gyms have opened across the borough which are free and easy to use. Each piece of gym equipment has a QR code which can show users how to use the equipment safely and properly. There are also instructor-led sessions if you need a helping hand to get started.

## Instructor-led sessions take place at:

### Avondale Park

Mondays 5:30pm to 6:30pm

### Little Wormwood Scrubs

Tuesdays 5:30pm to 6:30pm

### Kensington Memorial Park

Thursdays 5pm to 6pm

Our Active for Life programme provides a huge mix of free and low-cost activities, for all abilities and ages, in partnership with local organisations across the borough. From Zumba classes to tennis lessons to gentle, low-impact health walks in our parks, there's something for everyone.

There are even classes just for women or just for over-50s. There's also plenty to keep the children entertained and following the recent success of the England Women's Football Team, we're delighted to be able to launch new girls-only football sessions at Kensington Leisure Centre every Monday from 5.30pm to 6.30pm for girls between 11 and 15 years old in partnership with Queens Park Rangers.



**For information about what's on offer as part of our Active for Life programme, visit [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search 'Active for Life', or contact [sportandleisure@rbkc.gov.uk](mailto:sportandleisure@rbkc.gov.uk)**

Our Residents' Pay and Play card is a free annual membership, available to all residents of Kensington and Chelsea, which provides access to a range of discounted activities at Kensington Leisure Centre and Chelsea Sports Centre. This could include swimming, badminton, gym access, soft play or children's birthday parties!

Local residents can book discounts of up to 50 per cent off activity prices either in-person or online with an easy booking and payment system.

To sign up for your free card simply search 'Residents' Pay and Play card' on the Council's website or speak to a member of staff at Kensington Leisure Centre or Chelsea Sports Centre.

## Protect yourself this winter

The flu vaccine and the new Covid-19 booster vaccine are offered to people most at risk of getting seriously ill. If you are offered both of the vaccines, it's safe to have them at the same time. It's best to get the vaccines in Autumn so you are protected before Winter hits and the viruses are more easily spread.

Find out more about the vaccines and who can have them:

**[www.rbkc.gov.uk/health-and-social-care/public-health/flu-vaccination](http://www.rbkc.gov.uk/health-and-social-care/public-health/flu-vaccination)**

# Wellbeing

Improve your wellbeing by making a difference in your local community, meeting, connecting and helping others, having your voice heard, and sharing your skills and talents.

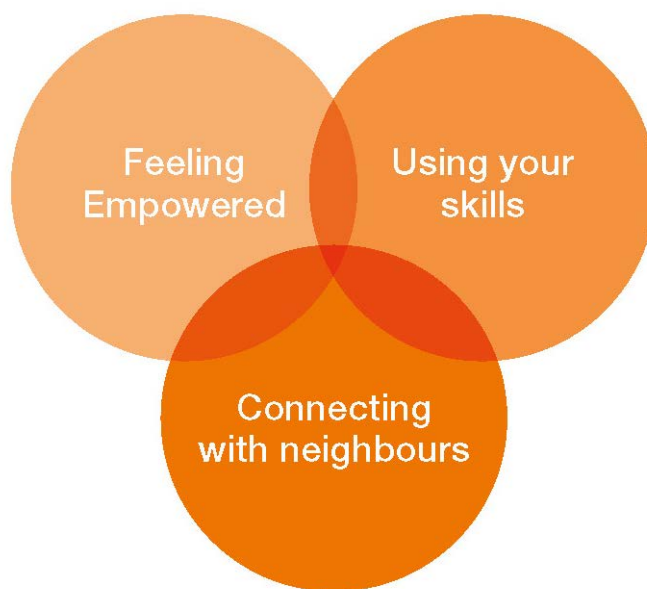
## Feeling empowered

### Make a change - get involved with your local area in whatever way that suits

At the Council, we have a range of opportunities for residents to get involved with shaping the services we offer, our policies, and the local area. You can choose the level of time and involvement you want to commit to but by ensuring you're having your voice heard, you can feel empowered to make change that benefits not just you but also your neighbours, your estate and, sometimes, the entire borough!

One of the ways you can get involved and make a difference is by joining your Residents' Association, Compact, or Homes Group who will have regular meetings and are often our first point of call for feedback on decisions that will affect the local area. There are funding opportunities for these groups as well which you can use to improve the inside or outside of your building or estate. Representatives from all of these groups will attend our Tenants' Consultative Committee (TCC), which meets monthly and influences strategic housing documents and policy, annual budgets, major works programmes and issues raised by individual resident groups.

If that sounds like a bit too much commitment for you, you could consider joining one of our Task and Finish groups which are set up for a specific purpose and end when their project is complete. We also have focus groups and panels, such as the disability forum, the



procurement panel, and the resident safety panel, all looking for people just like you to get involved. How about joining us on the Housing Matters editorial board? We meet quarterly to advise on content for Housing Matters and make sure that it's useful and relevant to its readers.

If you'd like more information on any of these opportunities, drop us a line at [hm-residentengagement@rbkc.gov.uk](mailto:hm-residentengagement@rbkc.gov.uk)

### Help others get online and feel connected

Part of feeling empowered is empowering others. Digital savvy residents who would like to support others in the community feel safe and confident online are invited to join our Digital Ambassador Programme, offered in partnership with Community Fibre.

Find out more at [digitalambassadors@communityfibre.co.uk](mailto:digitalambassadors@communityfibre.co.uk) or register for the next Digital Ambassador webinar at [eventbrite.co.uk](https://eventbrite.co.uk) - just search for 'Introducing Community Fibre Digital Ambassadors'.

If you need support to get online, drop into one of our Digital Ambassador-led sessions held every Tuesday from 10am to 11am, and every Thursday from 4pm to 5pm, at North Kensington Library. There's no need to book - just bring your mobile, tablet, or laptop along, or use one of the library's computers.

## Using your skills

Local resident and international weightlifting champion **Caroline Charles** tells us how using her skills keeps her in good physical and mental health and helps others.



“I took up weightlifting in 1988 and went on to be a professional – competing in nine international competitions representing Great Britain. I also took part in veteran competitions once I’d retired, winning

medals in five World Championships.

“I then decided to use my skills to help, encourage and progress others, coaching the Kensington and Chelsea London Youth Games Weightlifting Team for ten years and officiating at many European and International

competitions including the Commonwealth Games in Delhi, Glasgow, and this year, in Birmingham.

“One of my fondest memories was officiating in the London 2012 Olympic Games, but seeing the English team win gold medals this year in the Commonwealth Games in Birmingham, being part of that experience, and knowing that I have helped some of them make it there, made me and my family so proud.

“I’m retired from work now but staying involved in weightlifting gives me a reason to get up in the morning and enjoy every day. I travel all over the world and enjoy my work as a volunteer with a charity that looks at how young weightlifters can access funding to help them achieve their dreams.

“In the last ten years I also took up ballroom dancing! Learning the routines has been found to keep your brain working well and reduce the chance of getting dementia and there’s a really important social element to dancing too. As a group, we have travelled to Blackpool to dance at the famous ballroom and at several tea dances in London. It is really important to keep involved in the community and connected to people to maintain a good level of wellbeing.”

## Prioritising your happiness

**Every Mind Matters** – help with staying on top of your mental wellbeing through expert advice, practical tips and personalised action plans.

[www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

**Action for Happiness** – a charity that helps people get together regularly to learn evidence-based skills for happier living, feel a sense of belonging, and commit to personal action to create more happiness, both for themselves and others.

[www.actionforhappiness.org](http://www.actionforhappiness.org)

**The Volunteer Centre Kensington and Chelsea** – offers rewarding volunteering opportunities and promotes volunteering as a force for change and social good.

[www.voluntarywork.org.uk](http://www.voluntarywork.org.uk)



## Connecting with your neighbours



### Community gardening keeps stress at bay for residents at Wiltshire Close.

**Connecting with your neighbours through gardening will not only make vegetables grow, but also your happiness, health, and wellbeing!**

#### **Local resident, Samorn, tells us about the wonderful Community Kitchen Garden at Wiltshire Close.**

“The gardening club at Wiltshire Close is like a family. We grow food and share the crop. We grow fruits, berries, and herbs which we use to make tea.

“Currently, I am growing sweetcorn, runner beans, tomatoes, cucumbers, kale, mint, coriander, and Thai basil, which I sprinkle on my sweetcorn salad. The sweet peas that grow alongside my plot help bring in the pollinators and we are in the process of establishing climbing roses and other flowers that will attract birds, bees, and insects.

“The Gardening Club welcomes everyone. We garden together, exchange recipes, and sometimes cook together. For example, we have a large crop of blackberries that we will use to make jam and jelly together for our

garden event at the end of October. We’ll have a Halloween pumpkin carving competition for the children and bring out dishes to share.

“The Kitchen Garden is for everyone on the estate, where all ages, cultures, and abilities can get out into the fresh air and enjoy the activity of gardening. We help with watering or lifting if needed.

“I see first-hand how people are reaping the benefits of being in the garden - not just physically but through the interactions they are having with their neighbours. I see joy on their faces when they are swapping gardening tips, recounting memories, or teaching the little ones the colours and names of the plants. It’s a wonderful place where you can’t help but put your stress aside.”

**If you live on Wiltshire Close Estate and want to get involved in the Community Kitchen Gardening Club, or if you would like more information on setting up a Community Gardening Club contact [HM-EnvironmentalServices@rbkc.gov.uk](mailto:HM-EnvironmentalServices@rbkc.gov.uk)**



## Samorn's Thai Sweetcorn Salad

### Ingredients

- Four sweetcorn cobs
- Two fresh green chillies
- Two cloves of garlic
- Two tablespoons of fish sauce
- One tablespoon of palm sugar, or any sugar you have available
- Juice of two limes, or substitute with a lemon
- A handful of tomatoes, any variety
- One handful of runner or French beans
- A few Thai basil leaves torn

### Method

- Boil the corn for five minutes, allow to cool, then slice the corn kernels from the cob.
- Lightly boil the beans and chop into bite-sized pieces.
- Crush the garlic and chilli together.
- Mix all ingredients together in a bowl.
- Serve as a side salad with a main dish and jasmine or sticky rice.

## Be wary of scams and loan sharks during the cost of living crisis

Criminals commonly prey on people during a time of vulnerability and crisis, extorting money and personal information from them at a time when they are unsure and often desperate.

If you are struggling financially, it's important you get help from official, trustworthy sources and organisations only.

If you're offered money, discounts or a loan, remember the red flags below before parting with your personal or financial details:

- An offer of a loan in cash with little or no paperwork
- Spelling mistakes or grammatical errors in any correspondence
- Huge amounts of interest or APR being added to your loan
- Does the deal seem too good to be true? It probably is
- Being asked for personal information, including images of your passport or ID, or bank details over email, Whatsapp, or text message
- Being told you need to pay an amount upfront to obtain discounts or benefits
- For many of the payments offered by the Government, you do not need to apply. If you are eligible you will receive the money automatically

**Stop Loan Sharks - report a Loan Shark safely and confidentially on 0300 555 2222.**

**Action Fraud - report a scam attempt or if you've been the victim of fraud on 0300 123 2040.**



## Would your belongings be insured if the worst happened?



The Council insures the buildings you live in but not the contents of your home and we strongly recommend that you take out contents insurance.

We work with Royal Sun Alliance on 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 offers flexible payment options so you can pay weekly, fortnightly, monthly, or annually. You can choose different levels of cover and there is no excess to pay should you need to claim.

Find out more and download the policy booklet and application form at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) and search 'home contents insurance'.

# Caretaker of the Year Award

Since their establishment in May this year, your Estate Care teams have been settling into their new roles and familiarising themselves with the unique communities they serve.

They've been out and about in their respective areas, meeting residents, hearing about issues, and looking for ways to ensure they provide you with the best service possible.

We know that many of our caretakers go above and beyond the call of duty, going the extra mile to ensure the service they provide is the best it can be, and we think all of that deserves recognition!

To acknowledge the effort we know is being made out there on your estates, we're asking you to help us find our Caretaker of the Year 2022.

Tell us if you think your caretaker is simply the best - whether that's because they carried out a dramatic act of heroism or they provide a consistently great service without any fuss.



Nominations are open now until the end of November and it only takes a few minutes to give us some details.

Scan the QR code and you'll go straight to the application form where you can tell us who you would like to nominate and why.

Or, if you prefer, you can send your nomination by post.

Please tell us in the box below why your caretaker deserves the title of Caretaker of the Year.



**Name of Caretaker:** \_\_\_\_\_

**Which block does your caretaker work at?** \_\_\_\_\_

**Do they work daytime, evenings, weekends?** \_\_\_\_\_

**Why does your caretaker deserve your nomination for 'Caretaker of the Year' award?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Your telephone:** \_\_\_\_\_

**Your email:** \_\_\_\_\_

Tear off the slip above and send it in an envelope to:

**Estate Services, Caretaker Award, The Hub, 219 Kensal Road, London W10 5BE**

Continue on a separate sheet if necessary and enclose with the slip. The Caretaker of the Year trophy will be presented to the winner at our annual staff awards event.

Please tick the box if you would like to attend the event in person if your nomination is successful.



## And the winner is...



Thank to you everyone who entered our garden photo competition for 2022. We loved seeing the wonderful flowers and plants that brighten up the areas around your estates.

This year's winning photo was sent in by Stephen Murphy from Warwick Road Estate who has won a £100 Love2Shop voucher.

*"I've been looking after the raised beds outside my flat and also some of my neighbours' plots for several years. The borders face south and create a microclimate where tender and exotic plants seem to thrive. My favourite plant is the echium, it's a real showstopper".*

We think so too Stephen!

Got green fingers or have some time on your hands? Join our Garden Champions and meet like-minded people whilst getting out in the fresh air. Email us on [HM-EnvironmentalServices@rbkc.gov.uk](mailto:HM-EnvironmentalServices@rbkc.gov.uk) to find out more.

### Add a splash of colour

October is the planting season for daffodil bulbs which will bloom to provide a splash of colour to outdoor areas next spring, and every year thereafter. If, with the support of your Residents' Association, you'd like to see daffodils bloom on your estate this spring, let us know and we will plant some for you. Don't delay though as stocks will be limited. Contact [HM-EnvironmentalServices@rbkc.gov.uk](mailto:HM-EnvironmentalServices@rbkc.gov.uk) to make your request.



### 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 on [housing.matters@rbkc.gov.uk](mailto:housing.matters@rbkc.gov.uk) or give us a call on 0800 137 111.**



# Housing Matters



## CONTACT US



0800 137 111 or 020 3617 7080  
For all enquiries



Royal Borough of Kensington and Chelsea  
292a Kensal Road, London W10 5BE



HM-CustomerServices@rbkc.gov.uk



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



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## YOUR LOCAL HOUSING OFFICES

### Network Hub

292a Kensal Road  
London W10 5BE  
Open weekdays 9am to 5pm

### Blantyre Office

Blantyre Street  
London SW10 0DS  
Open weekdays 9am to 5pm

### Lancaster West Estate Office

Unit 7, Baseline Studios  
Whitchurch Road  
London W11 4AT  
Open weekdays 9am to 5.30pm  
Email: [LancasterWestoffice@rbkc.gov.uk](mailto:LancasterWestoffice@rbkc.gov.uk)

### 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.

**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.**