

Housing Matters

Get involved
in shaping
the services
you want

News from your Council

Save time go online



Service **update** Your new **fire safety guides**

Key worker homes project launched

Green light for **600 new Council homes**

Next generation **digital accessibility** coming soon



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Hello

Firstly, I hope everyone has been able to rest for at least part of the summer holidays after such an extraordinary year so far. The summer is always a time for me to reflect on what we have achieved so far and to focus on our priorities for the rest of the year and beyond.

I am very aware of the size of the challenge ahead of us.

The major works programme, in particular, is of vital importance. I have spoken at length about wanting to achieve high quality within our housing stock and this will not be possible until we complete the capital works programme.

There is a lot that we have done that I am very proud of. As we have been building the service, we have done so in a way that has prioritised what is important to our residents. Our repairs, antisocial behaviour and fire safety services have all taken shape and response rates are improving year-on-year. We are not complacent – this needs to keep improving if we are to be a top housing service provider.

This progress has built the foundations to turbo-charge our progress over the next year, when we will be defining our approach to key areas such as fuel poverty, the sustainability of our stock, and a review of how we involve residents in the work that the department is doing. However, the pandemic has slowed us down and will continue to have an impact on the way in which we operate in the future.

I understand that a lot of residents have suffered hardship or could suffer hardship as a result of the pandemic. We will be as flexible as we can to support you through these particularly tough times. It is important we know of any issues you may be facing at an early stage so that we can find a solution and put your mind at ease.

Finally, I continue to reflect on the Grenfell Inquiry. The decision to bar residents from attending, even in a socially distanced way, was disappointing for so many families seeking justice. Our first and last thoughts are with those who lost their lives, their families and their friends and we will continue to assist the Inquiry no matter what.

Cllr Kim Taylor-Smith
Deputy Leader of the Council

The information in this publication is correct at the time of going to print. The Covid-19 situation is changing fast and we are responding to Government announcements. Please check our Covid-19 web portal for updates www.rbkc.gov.uk/coronavirus

Your housing management services continue



We've now had more than six months of social distancing measures in place to help control the spread of Coronavirus. Throughout this time we've continued to provide housing management services and additional support to those who need it.

The recent announcement of tighter restrictions, and the possibility of further measures, mean we must continue to adapt the way we provide housing management services to meet government guidance.

Repairs service

We have been, and will continue to, undertake routine repairs for tenants who are not shielding or self-isolating, and we'll attend urgent and emergency repairs for everyone. If you need a repair to your home, call **0800 137 111** or email **hm-customerservices@rbkc.gov.uk**

Welfare checks

We're still contacting residents who we think may be vulnerable, including those who are in quarantine at home, to offer help and advice. Please let us know if you are aware of any residents who may need our support, especially if they are self-isolating. Call **0800 137 111** or email **hm-customerservices@rbkc.gov.uk**

Public receptions

The Hub at 292a Kensal Road and the Blantyre Street receptions are open for essential appointments. Visitor numbers are restricted, so access is strictly by appointment only. If you have an essential reason to visit in person, please call **0800 137 111** or email **hm-customerservices@rbkc.gov.uk**

Financial assistance

We appreciate that after months of lockdown some residents may be struggling financially or worried that they may soon face financial difficulties. We are here to help and the sooner you call, the quicker and easier it will be for us to advise you. Call us on **020 3617 7080** today if you are worried about finances or need additional support.

Take extra care

The government's measures are essential for limiting the spread of the virus. However, they can be especially challenging for some residents, including the elderly, disabled residents, and those living alone. Please contact us if you, or someone you know, needs additional support. We are here to help and do not want anyone to struggle on alone.

New fire safety guides

The Council has published two new fire safety guides and all residents should make sure they have a copy of one.

One guide is for residents who live in blocks with a 'simultaneous evacuation procedure', and the other is for those living in blocks with a 'localised evacuation procedure'. All residents should have received the leaflet appropriate to their block. Fire evacuation procedures on the Lancaster West Estate are slightly different and residents there have been issued with their own guides.

A simultaneous evacuation procedure is used in blocks where, in the event of a fire, the building's communal alarm system will alert all residents so they can evacuate the building.



A localised evacuation procedure is used in blocks where only residents in the area of the building affected by fire or smoke, or in the area where the alarm was raised, need to evacuate. Residents in other areas do not need to leave the building.

As well as evacuation procedures the guides contain a wealth of information on helping you to stay fire safe in the home. Keep your copy in an easy to reach place.

It is very important that you know which fire evacuation procedure applies to your block. If you have not received your new fire safety guide, please call **0800 137 111** or email **firesafety@rbkc.gov.uk** and request one today.

Please no barbecues on your balcony



- Barbecues on balconies cause fires
- If you light a barbecue you will face enforcement action
- You should report others lighting balcony barbecues at **HM-NeighbourhoodBusinessSupport@rbkc.gov.uk** or call **0800 137 111**

Council's commitment to fire safety

Phase two of the Grenfell Inquiry has begun and the Council's commitment to supporting its investigations remains resolute.

We have fully accepted all the findings of phase one of the Inquiry. It is our priority to implement the report's recommendations swiftly and efficiently. We want all our residents to be safe, and feel safe, in their homes.

Since publication of the recommendations in October 2019, fire safety in all our blocks has been meticulously reviewed and, where deemed necessary by independent advisers, we have changed the evacuation procedures. Clear, up-to-date fire safety evacuation advice has been provided to all residents.

A programme to ensure all entrance and communal area fire doors meet current fire safety regulations is making good progress. We are fitting fire alarms and smoke detectors in homes that don't have them and replacing alarms that are at the end of their life. Where necessary we are installing communal smoke alarms and heat detectors.

We are piloting Building Safety Cases (BSCs), with a phased programme to deliver these for all our high-rise buildings. This will include introducing evacuation systems for use by the fire and rescue service to provide a 'Plan B' for our blocks.



We have installed secure Premises Information Boxes (PIBs) in all buildings over 30 metres high, and we will extend this to all buildings over 18 metres. PIBs contain the building's fire strategy, floor plans, and details of vulnerable residents. These help the London Fire Brigade to quickly manage and prioritise assistance in an emergency.

We are working with the fire and rescue service to ensure that we have co-ordinated arrangements, that we give them all information necessary to assist with an emergency response, and that they are aware of our testing and maintenance regimes.

Many more of the recommendations made in the report have been implemented and we are concentrating our efforts to ensure swift completion of those in progress.

For more information see the phase one report at **www.grenfelltowerinquiry.org.uk/phase-1-report**

For more information email us at **firesafety@rbkc.gov.uk**

Stay alert stay vigilant

The Council has developed Covid-19 outbreak management plans for key areas including housing.

Local outbreaks are likely to vary widely in terms of sources of infection and therefore the associated outbreak management actions required will vary too. Responses will be developed and refined in relation to any outbreak's specific scenario.

It is important that residents and the Council stay alert and remain vigilant to reduce the spread of coronavirus.

Remember to follow NHS advice:

- 1 Wash your hands**, regularly and for at least 20 seconds, or if you can't, use hand sanitiser.
- 2 Stay at least two metres away** from people outside your household.
- 3 Wear a face covering** in shops and supermarkets, on public transport and when in other indoor spaces where keeping at least two metres apart from others isn't possible. Please always take a face covering with you when you leave your home in case you need to use it.
- 4 Get a free test now** if you have any Covid-19 symptoms. Visit www.nhs.uk
- 5 Stay at home** if you test positive for the virus or have been in contact with someone who has tested positive and been asked to by NHS Test and Trace.

Keep up to date with advice and support at www.rbkc.gov.uk/coronavirus-covid-19



Need medical help?

- Call your GP or 111
- Visit 111.nhs.uk
- Call 999 if an emergency

The graphic features various medical icons including a first aid kit, a heart with a pulse line, a ambulance, pills, a stethoscope, a bandage, a syringe, and a heart with a cross.



GP appointments available online and over the phone

The graphic shows a hand holding a smartphone displaying a video call between a woman and a doctor. There are speech bubbles and a red heart icon above the phone.



Capital works update

The Council is committed to ensuring a good quality of life for all its residents. Our £267 million investment in making all Council homes modern, safe and warm is designed to deliver this commitment.

Consultation continues

Over the last few months, we've been meeting virtually with residents. We hosted a 'meet the contractors' meeting using 'Zoom' and held an outdoor drop-in event to discuss planned works with residents. We will do all we can meet residents in ways that allow us to follow the current government guidelines. If you have suggestions on how we can meet you safely while restrictions continue please let us know.

Email capital.investment@rbkc.gov.uk

Work in progress

In late July this year, we appointed Lawtech Group Ltd to deliver the external works project at Adair and Hazlewood Towers. This includes a new weather-screen and insulation system, window and balcony door replacement and associated external works. Stage one of the project has begun. It includes detailed technical design work, on-site building surveys, further structural investigations and progressing the scheme through planning and building control.

Following consultation with residents, the new insulation system at both towers will be an A1 non-combustible clay based weather-screen and mineral wool system. This has been identified currently as the most suitable to meet the building regulations for fire safety and increased thermal performance to help prevent heat-loss through the external walls.

Scoping for 27 new schemes

We have completed scoping the work required for 27 projects, identified through surveys carried out on our housing across the borough, and shared the outcome with the relevant residents and Resident Associations. This helps to ensure that the work we're planning is what residents want.

The scope of the external work includes repairs to brickwork and render, and repairs or renewal of windows, doors, roofs and rain water pipes. We will also incorporate fire safety, mechanical and electrical works where the need is identified.

Four of the projects have been put out to tender, while 16 have undergone the first stage of the formal section 20 leaseholder consultation.

Lift replacement programme

The replacement of the first two lifts at Adair and Hazlewood Towers is on track for completion by Christmas 2020. Following this, works to replace the second lifts in both blocks will begin in January 2021 and will be completed in June 2021.

For more information on the capital works programme email capital.investment@rbkc.gov.uk

Get involved in the cleaning services you receive

Our cleaning contract with OCS Services Ltd is due for review before the five-year term ends in September 2021. We will be reviewing our options this autumn.

You can get involved in reviewing the cleaning services you receive in a way that suits you. For example, by completing our cleaning survey online, joining a Resident Steering Group, or making a request to receive briefings and meeting updates as the review progresses.

Please complete the survey online at www.rbkc.gov.uk/cleaning-survey It will be open until Sunday 1 November 2020. Alternatively, you can request a copy of the survey to complete and return to us no later than this date.

Your views will help us identify priorities for service improvement and shape the way these services are delivered.



The Resident Steering Group is set up to reflect on the current quality of the cleaning service and achieving greater value for money. It will then consider the options for improving the service going forward. This may include:

- extending the current contract
- bringing some or all the service in-house
- joining a framework or re-tendering a new contract

Contact dennis.paul@rbkc.gov.uk if you would like to join the Resident Steering Group or call customer services on **0800 137 111** for a survey form. Your views matter so please give us your feedback.

Don't delay have a say on our sustainability and fuel poverty strategy

We know climate change and sustainability are important to our residents, and we want to demonstrate our commitment to taking action and supporting residents in reducing carbon emissions and living in greener and healthier ways.

The Council has committed to achieving net carbon zero for Council operations by 2030.



We'd like to hear about your environmental priorities, and your views on our draft Housing Sustainability and Fuel Poverty strategy.

Many residents have told us their views via the survey and there are just a few days left for you to give us yours.

You have until Friday 16 October to complete the survey online at www.rbkc.gov.uk/housing-sustainability-survey



Green light

for new Council homes in Kensington and Chelsea

Plans for the first phase of Kensington and Chelsea's ambitious New Homes Programme to build over 600 new homes on Council owned land, including at least 300 at social rent, have been approved by planners.

The applications approved are for 97 new homes across four developments in the north of the borough, located on Kensal Road, Acklam Road, Hewer Street and St Helens Gardens.

The homes will be offered at various tenures, including 49 at social rent, 22 at intermediate rent – which could be used by keyworkers – and 26 at market rent levels. They form stage one of the Council's new homes programme, with public consultation on potential stage two sites due to begin this autumn and planning applications expected to be submitted in Spring 2021.

The developments passed in the

Stage One planning application are:

- Kensal Road – 37 new homes (27 social rent, 10 intermediate rent)
- Acklam Road – 32 new homes (20 social rent, 12 open market)
- Hewer Street – 20 new homes (10 intermediate rent, 10 open market)
- St Helens Gardens – 8 new homes (2 social rent, 2 intermediate rent, 4 open market)

In addition to the new homes, the developments at Kensal Road and Acklam Road include community, employment and retail space.

The Acklam Road development includes a community room for residents in the neighbouring Swinbrook Estate and a separate space for Al Manaar Muslim Cultural Heritage Centre, while the Kensal Road site will provide community and retail space.

Enabling works are due to begin by the end of 2020, with the first homes expected to be ready for residents during 2022.

Shaping digital services



Our residents want, deserve and expect good digital services, whether that means finding easy to access, up to date information, carrying out transactions, requesting services online or getting involved in decision making.

These days, it's normal for people to use their phones, tablets and computers to access information, make purchases or request services online. It is important that these services are available to our residents when, where and how they want and need them.

We've outlined a digital programme for housing, which is in line with what other councils are doing, but we want to make sure this is what you would find most useful.

There are lots of ways you can give us your views including via your Residents Association representative, by taking part in your local residents' meetings, by joining us at the Residents' Summit on Saturday 21 November (see page 14) or you can email us at housingconsult@rbkc.gov.uk

1. Website information
2. Online functions and transactions
3. Digital engagement
4. Digital workforce

Website information

While we routinely update and check our website to ensure that the content you see is up to date and presented clearly, we know that we can make online services more convenient, inclusive and reliable.

So that we can meet and exceed your expectations we need you to tell us what is most important to you, how you feel is the best way to navigate to the information or services that you need and for you to give us your suggestions on how we can make things work best for you.

Digital engagement

High on our list of priorities is the communication between the Council and our residents. We are doing all we can to make sure you are kept informed and involved in the services the Council provides and that you have an opportunity to be part of the decision-making process.

Now that it's more difficult to meet in person, we are looking for alternative ways to reach out to our communities in convenient way. We would like to make better use of social media to keep you updated on what we're working on, use video calls where possible for discussions and meetings, and use online consultations to get your views and help make decisions.

We've installed Electronic Notice Boards on Silchester Estate in the north of the borough which provide up to the minute information on local issues, local bus times and news updates. We'll roll them out in other areas over the coming months. Let us know if you have suggestions on how we can improve our two-way communications.

For more information email us with your suggestions at housingconsult@rbkc.gov.uk

Online functions and transactions

The **myRBKC** account is the space where you can make and track requests for services and make payments for your council tax or service charges. We think it would be helpful if we increased the function of your **myRBKC** account so that you could view and manage your rent account or service charges, make payments, set up direct debits or speak to an officer. You would also be able to view tenancy information or request a repair.

Carrying out transactions online would reduce the need for you to visit our offices, make phone calls or to complete paper forms. This would allow you to carry out transactions at a time and place convenient to you. These are suggestions and we would like to hear from you about the functions you would like to have available.

Digital workforce

There have been less staff based in our offices since the start of the Covid-19 pandemic, so we have had to change the way we work. This has pushed us into working in a more modern and flexible way. We are making better use of technology, enabling us to work together in teams and with other departments. We are also using less paper and reducing our carbon footprint. We aim to take this a step further by improving the way that officers can get the information they need on their devices while working out in the community. If you have any suggestions on how we can serve you better, especially when we visit you, please let us know.

We look forward to hearing your views on how we make our services more digital. We are confident that working together will help us establish digital developments that will benefit the whole community.



Performance Indicators

Here's how we're doing



Customer service and complaints

Following the lockdown in March, the Customer Service Centre team transitioned from office to homeworking to continue to provide services to residents.

Call levels dropped early on in lockdown. However, in July they were higher than the previous year's average. At more than 96 per cent the volume of calls answered by the Customer Service Centre achieved above target performance for the period April to July.

As resources were concentrated on responding to the lockdown, the average time to respond to a stage one complaint increased slightly. Moving into August and September, performance in this area has returned to above target outcomes.



Neighbourhoods

A total of 604 residents completed satisfaction surveys for our grounds maintenance and cleaning services in the period April to July.

Respondents reported satisfaction levels of over 85 per cent with grounds maintenance, almost 80 per cent for external cleaning and almost 78 per cent for internal cleaning. All areas showed a slight improvement on 2019-20 results.

Satisfaction with the handling of antisocial behaviour cases remains below our target of 75 per cent – having decreased to below 40 per cent. Our recently appointed ASB Manager has reviewed survey feedback and gained insight from recent case audits to identify key areas to focus on.



Repairs

In mid-March, the repairs service was reduced to carry out emergency and urgent repairs only. Due to the drop in the number of routine repairs being completed, the average number of days taken to complete a responsive repair dropped to 5.3 days (compared to 15 days for 2019-20).

Since routine repairs have resumed, performance for the percentage of repairs being completed on target has remained above 2019-20 levels. There have also been improvements in the number of jobs being completed in one visit, and the percentage of repair appointments being kept.



Tenancy

The impact of the Covid-19 lockdown on household incomes has had a significant effect on rent collection with rent arrears increasing by £479,000 between March and July.

There has been a corresponding increase in the number of households now in receipt of Universal Credit. Due to the exceptional circumstances the Council focussed on supporting residents to make financial support fund applications and providing guidance on accessing benefits and support agencies.

For the year to July we have let 61 homes. Lettings were suspended in late March which resulted in an increase in the number of empty properties. However, this has been minimised by a drop in tenancy terminations in the same period.



Key Worker Pilot Scheme delivers affordable homes for local heroes

More than 325 expressions of interest have been received following the launch of a Key Worker Pilot Scheme providing affordable modern apartments for NHS and education staff in Kensington and Chelsea.

The pilot for 14 striking homes in Kensal Road, North Kensington, advertised during July and August was open to staff working in the NHS or primary and secondary schools who provide a service to the borough's residents.

The scheme will allow the Council to assess the level of demand for such properties and develop a longer-term policy for key worker accommodation across Kensington and Chelsea.

The 14 properties are comprised of six one-bedroom, six two-bedroom and two three-bedroom apartments and feature fitted kitchens with integrated appliances. They are also close to public transport options, including Bakerloo Line stations.

The Council is now contacting all those who have expressed an interest in the homes to help them with the application process.

Find out more about the pilot scheme at www.rbkc.gov.uk/key-worker-accommodation

Get involved in the Community Leadership Programme

Learn new skills from your living room by signing up for the next set of free courses being offered through the Community Leadership Programme (CLP).

Delivered entirely online due to Coronavirus, the CLP is the perfect opportunity for residents aged 18 and over to get to grips with everything from business and leadership to barbering and mental health, all from the comfort of their own homes.

Among the courses available are keeping young people healthy run by the Venture Centre; leadership workshops from Sukha Consulting; suicide first aid classes from Catherine Mental Health Training; and food safety lessons from Kensington and Chelsea Council.

Paulo Tavares took part in business, coaching and leadership courses on last year's CLP and has gone on to set up his own Community Interest Company which will run after school art and finance workshops.



Encouraging as many residents as possible to give the Programme a go, he said: "The Community Leadership Programme has something for everyone. The courses help you to grow and give you priceless information about whatever stage of life or career you are at."

To check out the wealth of courses taking place throughout the rest of the year, including details on how to sign up, search Community Leadership Programme at www.rbkc.gov.uk

Get involved in the Residents' Summit

Despite the challenges brought by the Coronavirus we still intend to hold our annual Residents' Summit this year. This year's summit will be on **Saturday 21 November** so please keep the date free.

This year the summit will be online, but hopefully there'll be an option to attend in person too. Naturally this will be dependent on whatever social distancing measure are in place at the time.



We are planning a range of features including films, talks and discussion sessions. As with last year's highly successful event, it will be a great opportunity for residents and officers to get together and exchange ideas. Please keep an eye out for further information coming soon.

Lilly's tea towel design takes the prize

We were delighted by all the fabulous entries to the design a tea towel competition we promoted in the last issue of Housing Matters. The judging panel were unanimous in their choice of winning design by six-year-old Lilly.

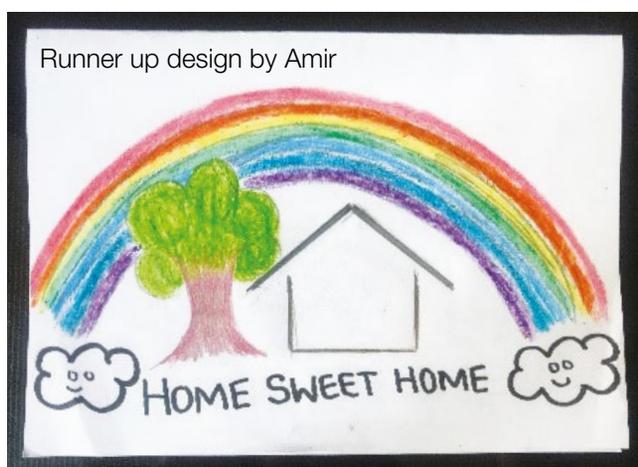
The panel felt the design was heartfelt and made everyone smile.

We'll be sending Lilly a £50 token to thank her and help replenish her art supplies.

Runner-up prizes go to Amir and Mumena who also sent fab designs. Our sincere thanks go to everyone who took the time and effort to create great artworks. We'll get the tea towels printed and they will take pride of place in the packs we are preparing to welcome households to their new Council homes in the borough.



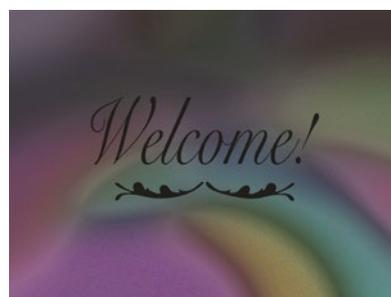
Lilly with her winning design.



Runner up design by Amir



Runner up design by Mumena



A selection of other entries

Extending your lease

If you are a council leaseholder, it's worth understanding the options for extending your lease before the length of the lease begins to get too low. Extending a lease is a big financial commitment so you should always get independent advice first.

Should I extend?

As the number of years left on a lease begins to fall, the value of the property can be affected. A lease with less than 80 years remaining will be much more expensive to extend, and the property may become difficult to sell.

The process

Council leaseholders have two ways they can extend their lease – a **statutory lease extension** and a **voluntary lease extension**.

A **statutory lease extension** adds 90 years to the lease. You can choose this option if you have owned the property for at least two years, and the original lease granted was for more than 21 years.

You will have to pay a 'premium' which is the value of the additional lease term. We will tell you how this is calculated. You will also have to pay the Council's legal costs, valuation costs and any Stamp Duty. Once the lease has been extended you will no longer have to pay any ground rent.

A **voluntary lease extension** is available to any leaseholder regardless of how long they've owned the property. It allows the leaseholder to extend their lease for as many years as they can afford, up to an additional 125 years.

The Council will reduce the 'premium' cost for the voluntary lease extension by £7,500. In exchange the leaseholder surrenders their existing lease and is granted a new lease for their chosen period (up to a maximum of 125 years) plus however many years remained on their old lease. Once the lease has been 'extended' the Ground Rent will be £50 per year.

Leaseholders who wish to explore either option should email **HM-Homeownership@rbkc.gov.uk**. In all cases we recommend you seek independent legal advice to help you with the processes as lease extensions can be complicated and expensive.

Preventing water leaks

The drip of a water leak is not only frustrating, it can lead to homes and personal belongings being damaged.

Fortunately, there are simple things you can do from time-to-time to reduce the risk of a leak.

Check the condition of the seals around taps, basins, baths and showers. This is the white flexible strip that allows water to run off. If it's damaged or curling away from the wall, water can run down the back of your bath or shower, sometimes making its way through the ceiling of the flat below.

Check the grout between the tiles too, especially around wet areas. Gaps can allow water to get behind tiles, causing damp patches and water to leak into neighbouring flats. It's a good idea to occasionally check visible pipes too, looking for leaks at connections.

If you find a leak

If you think it's coming from the flat above tell them immediately so they can arrange to have it fixed.

Tenants should call the repairs team as soon as possible on **0800 137 111** or email **hm-customerservices@rbkc.gov.uk**

Leaseholders should immediately contact the contractor for their estate. If the leak has caused damage the building insurer, Protector, should be notified. Call **0161 274 9077** or email **claims@protectorinsurance.co.uk**.

We must keep meeting like this



The restrictions that have come with Covid-19 have presented challenges for all public authorities that run public meetings.

Until temporary emergency regulations came into force in early April, the only way local authorities were able to hold committee, cabinet and full council meetings was in person, and in locations such as the Town Hall or community venues.

Once given the ability to hold on-line meetings, Kensington and Chelsea Council took a lead in becoming one of the very first councils in the country to hold a Planning Committee wholly remotely, with all

participants (Councillors, Council officers and public speakers) taking part from their own homes. Since then all Council meetings have been held remotely and broadcast live – most recently via the Council’s YouTube channel.

Fortunately, at this Council, very few meetings have had to be cancelled.

Everyone at the Council very much looks forward to the time when physical meetings can resume. However, until it is safe to bring people together again at meetings, we will use our tried-and-tested remote meeting solution for all formal meeting.

You can watch the broadcast of all Council Leadership Team and committee meetings via the published links with agenda papers online at www.rbkc.gov.uk/committees. You may also be able to speak at some meetings, such as Full Council, should you so wish – if you’d like to do this please contact governance@rbkc.gov.uk

Next generation digital connectivity coming your way



The Government has ambitious plans to enable access to high speed, full fibre broadband nationally by 2033.

Kensington and Chelsea residents will soon be able to enjoy the many social and economic benefits the next generation of digital connectivity provides.

A pilot project to test the installation of new cabling and equipment is underway on the

Cremorne Estate. A pilot will start on the Warwick and Silchester Estates in October.

The Council’s leadership team has been asked to approve the roll out of the project boroughwide. Look out for an update in the next issue of Housing Matters.

If you want to know more about the digital connectivity programme, email Mary.larbie@rbkc.gov.uk



Don't forget to pay your rent

Struggling to pay your rent?

We're here to help

so please call and talk to us today on **0800 137 111**.

Housing Management



THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA



NHS

Flu can be serious. Protect yourself and others. Get the flu jab.

Together we can fight flu

Soon the NHS will begin inviting people to their GP practice for their annual flu vaccination. Each year the flu kills on average 11,000 people and hospitalises thousands more. Some people are more vulnerable to the harmful effects of the flu than others and these people are offered a free flu jab.

If you are over 65 years old, have a long term medical condition, are pregnant or a child aged between 2-11 you are eligible, speak to your GP or contact your nearest pharmacy.

For more information visit nwlondonccgs.nhs.uk



You got mail Sign up for Housing Matters by email

Would you like to receive your next issue of Housing Matters by email? You'd be able to read it on all your digital devices, at home or on the go, and there would be zero postage and zero recycling when you're done reading.

If you would like to go email, drop us a line at Housing.Matters@rbkc.gov.uk tell us your name and address or give us a call on **0800 137 111** and we'll add you to the list. You'll always find the latest copy on the website too.

Plant a tree in memory of a loved one

If you'd like to remember a loved one by planting a memorial tree on your estate, then please get in touch. We want the community to be at the heart of what we do, and trees form an important part in improving the character of our estates, promoting wildlife and providing natural shade. Obviously, location, size and species type must be appropriate, but if this is one of the ways you'd like to remember a family friend or relative, and you have the support of your Residents' Association, we'd be like to help make this happen.

Contact dennis.paul@rbkc.gov.uk for further details.



Add a splash of yellow

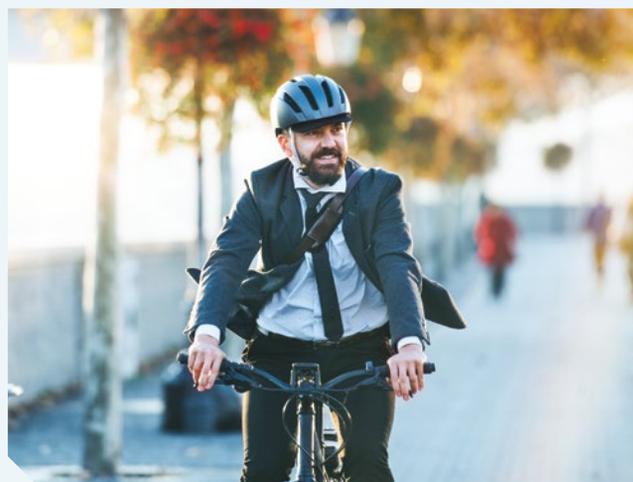
October is the planting season for daffodil bulbs which will bloom to provide a splash of colour to outdoor areas next spring, and every year thereafter. If, with the support of your Residents' Association, you'd like to see daffodils bloom on your estate this spring, let us know and we will plant some for you. Don't delay though as stocks will be limited.

Contact dennis.paul@rbkc.gov.uk to make your request.

Free adult cycle training

Many of our residents have been changing the way they travel since the start of the pandemic – particularly in taking to their bikes. If your cycle skills are a bit rusty or you want to learn to ride from scratch, this could be just what you're looking for.

The Council offers free cycling training to all adults who live, work or study in the borough. Attending a session can help boost your confidence, improve your awareness and make you safer on the road. The free, two-hour training sessions are carried out on a one-to-one basis. They are run by highly experienced instructors and suitable for all levels of experience.



To find out more and book a session visit rbkc.gov.uk and search 'cycle training'.

Lockdown driving you to drink?

If drinking to relieve the boredom, loneliness or anxiety of lockdown is your new normal, you are not alone. If you are having any problems with drinking, or know someone who is, you can get support from AA. Although their face-to-face meetings are currently suspended, many meetings have gone online.

You can call the helpline on **0800 917 7650** or email help@aamail.org

You can also go to www.alcoholics-anonymous.org.uk and use the Chat facility.

They will be glad to offer help and support.

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



Finished reading me? Recycle me!

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

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. 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.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

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.