

Housing Matters

Get involved
in shaping
the services
you want

News from your Council



Bridging the digital divide

Have a say on changes to your Tenancy Agreement

Join our Financial Inclusion Board and help shape services

Catch up with Caroline Scott, Head of Service Improvement

Help reduce the spread of Covid-19 by being a Health Champ

And lots more to read



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Service update

Government advice on Covid

After a year of lockdown, figures are moving in the right direction. The Government has announced a four-step roadmap to ease lockdown restrictions in England, and the first stage of changes to your Housing Management service began on 29 March.

Stage one

From 29 March

- We are carrying out all routine repairs if residents wish us to
- We have opened up ball court areas on our estates
- We are continuing to hold residents' meetings using Zoom
- Staff will continue to wear PPE when visiting your homes.

From 31 March

- As shielding has officially ended we are now carrying out essential gas and electric checks where these are outstanding.

Stage two (no earlier than 12 April)

- Staff will be able to visit residents in their home and will wear PPE
- Community centres will be able to re-open with social contact restrictions in place

Stage three (no earlier than 17 May 2021)

- Face to face consultation meetings with residents may be able to take place subject to further guidance

Stage four (no earlier than 21 June)

- All restrictions lifted

Welfare calls

We will continue to call you if you have asked us to. If you know someone who would benefit from a welfare call, please contact us and let us know. Read more on page 15.

Financial Support

Call us on **020 3617 7080** today if you are worried about finances or need additional support. You may find the article on page 13 useful.

If you need our help in any way, please call us on **0800 137 111** or email **hm-customerservices@rbkc.gov.uk**

You can find the full details of the Government's latest advice at **www.gov.uk**

This advice is correct at the date of publication but will be subject to change in line with developing government guidance. Please visit **www.gov.uk/coronavirus** for latest updates.

Welcome

Hello

This has been a particularly tough time for us all. Several thousands of people have tragically lost their lives to this dreadful virus. My heart goes out to those affected.

The stay-at-home order means that at times, we only have a handful of staff in the office. However, our staff have worked diligently to maintain services and keep disruption to a minimum. A return to normality will mean a return to service as usual, and I am sure our residents will be looking forward to that.

While it may not be a top priority for everyone, we will be able to return to in-person meetings which will give you greater choice in how you tell us what you think about the work we are doing on projects and the service we provide. I really hope as many of you as possible have read the Resident Involvement Strategy.

Getting involved and helping shape services is not just a great way of ensuring that we do better but can also feel very rewarding for you too! Read more about how you can get involved on pages 8 and 9.

As we motor forward with what is, at the time of writing, a £370m capital programme, it is vital we bring as many people along with us as possible.

And speaking of motoring on, there has been good progress with our new homes programme. Planning consent has been confirmed for our stage one sites, and we are starting to consult with residents on our stage two sites. If we are to tackle the homelessness issue in the borough, we must build – but do so with the consent of our residents.



I would like to address an issue that has been raised with me many times recently – our lifts.

I know that this has caused significant inconvenience and I apologise for that. We are doing everything possible, including looking at alternative providers to improve the service.

And finally, I have written about the shocking evidence we are hearing in the Grenfell inquiry, but I am glad that the truth is being heard. Your safety remains our number one priority and implementing recommendations from the inquiry ahead of legislation is important.

Even from our own personal experience, it's clear that some elements within the construction industry have become masterful at hiding deficiencies.

Doug Goldring

A handwritten signature in black ink, appearing to read 'D. Goldring'. The signature is stylized and cursive.

Director of Housing Management

**WORK IN
PROGRESS**

Capital works update

An exciting start

The gradual lifting of Covid related restrictions has begun. This marks an exciting start to our £370m programme of investment to make your homes modern, safe and warm.

We have listened carefully to residents' concerns, needs and aspirations for their homes and neighbourhoods. This valuable insight is shaping investment in your homes.

Keeping you safe

Coronavirus restrictions have prevented us from holding face-to-face public consultation meetings, so we have therefore adapted our approach and held many successful meetings online.

Safety remains our priority now that works are underway, and we are strictly adhering to the Government's social distancing regulations.

Heating and hot water upgrades

Work is underway to replace or upgrade the heating and hot water systems, including some plant rooms, on several estates and properties across the borough. These include Pembroke Road and Chesterton Square and the Cremorne Estate, plus sheltered accommodation at Whitchurch House and Nursery Lane.

New flat entrance doors

Our borough-wide flat entrance door replacement programme is underway. The replacement door sets provide peace of mind for residents with a statutory 30 minutes of fire protection and a police approved 'Secure by Design' locking mechanism. This means security grilles or gates in front of doors, which can prevent a swift evacuation in the event of a fire, will be removed.

Adair and Hazlewood

The exterior refurbishment of Adair and Hazlewood Towers is underway, with the design scheme and colours chosen by residents following a ballot. To be more time and cost-efficient other capital works are being completed at the same time. These include works to windows, entrance doors, entry systems, and lifts. Plus, damp and mould works, and a new roof on Hazlewood Tower.

Trellick Tower

Refurbishment work to the foyer of the iconic Trellick Tower will be starting in the coming weeks. Elements of the famous architect Erno Goldfinger's original design are being incorporated, including the coloured glass wall, coffered ceiling, glazed entrance doors and signage at the front of the building.

For more information email capital.investment@rbkc.gov.uk



Cleaning contract coming back to the Council

During 2020 we carried out a review of the cleaning service we currently employ for our housing blocks. More than 780 residents took part in our survey which helped inform the Resident Steering Group's recommendation and Council decision to return the service in-house when the contract ends in October this year.

A decision has now been made to return the service in-house and amalgamate caretaking and cleaning services into one role.

The plan is to deliver cleaning through patch-based caretakers who will cover areas of approximately 150 properties in localities across the borough. This offers the benefits of closer contact with residents and the flexibility to deal with local priorities.

We expect that these exciting changes will improve services locally, provide flexibility to respond to the changing needs of the service day-to-day, and provide greater value for money.

Through investment in new, modern, environmentally-friendly equipment, staff training and broadening the service capabilities we anticipate an improvement in productivity.

We would now like to hear your views on the patch boundaries and scope of service to take account of local needs around the borough.



Please take a few minutes to give us your views. You can scan the QR Code on your mobile phone to take you to the survey. Or, contact us

on **0800 137 111** and we can arrange to conduct a telephone survey or send a copy to complete. The survey is open until 30 April 2021.

Changes to your Tenancy Agreement Have your say

The Council is consulting tenants and interested parties on proposed changes to the current tenancy agreement. You will have received information about this in the post.

The current conditions of tenancy were last reviewed in 2014. Since then there has been more emphasis placed on resident safety and managing antisocial behaviour. We want this to be clear in the tenancy agreement. We also want to make sure the agreement still meets the needs of residents and the landlord.

This doesn't affect your security of tenure and you won't have to sign a new tenancy agreement.

Your views will help us to improve the current agreement. Have your say online at

www.rbkc.gov.uk/tenancyconsultation

You are also welcome to one of our online Q&A sessions:

Meeting dates are:

Tuesday 13 April 2021 between 10am-12pm

Tuesday 20 April 2021 between 2pm-4pm

Tuesday 27 April 2021 between 5pm-7pm

Call Neighbourhood Business Support Team on **0800 137 111** or email: **HM-NeighbourhoodBusinessSupport@rbkc.gov.uk**

The consultation is open until Sunday 2 May 2021.



Great ways to get involved in **decision making in your borough**

Over the past year a group of residents and officers have worked together to create a residents' involvement strategy. This strategy sets out a clear action plan to make sure that Housing Management, in all it does, does things *with* residents and not *to* residents. Within the strategy is a clear action plan to make this a reality. The strategy sets out a whole range of ways you can get involved, from kick-starting a composting project to helping formulate policy.

The strategy was approved at the leadership team in February and now the hard work of making it a reality starts. First and foremost, this will be in helping residents find ways of being involved which suits them.

The strategy sets out the range of meetings which are currently held, and if you would like to know more please email us at **housingconsult@rbkc.gov.uk**

The Tenants' Consultative Committee (TCC)

The TCC is a joint body made up of recognised resident associations, local compacts and Homes Group representatives. The Lead Member for Housing attends, and members of the Housing scrutiny group are invited. Senior officers always attend. The Committee aims to act as a forum so that residents' voices can be heard at the highest level and inform decision making.

The TCC normally meets every month.

Homes

The Homes group provides representation of residents who live in street properties and small estates or blocks which do not have residents' associations or compacts.

It follows a similar agenda to the TCC, is attended by senior officers and usually meets every other month.

Homeowner Panel

This panel enables us to meet and discuss relevant topics with leaseholder residents. It is led by the Housing Management Home Ownership team and jointly considers the delivery and improvement of any service specifically relevant to leaseholders, such as statutory 'section 20' consultations, the major works programme and the costs involved, buildings insurance, service charges and how they are calculated.

The Panel normally meets every quarter.

Local Area Meetings

These meetings are intended to allow a local level of scrutiny. The borough is divided into five 'areas' - North Kensington, Kensal & Portobello, Notting Dale, Brompton and Worlds End & Chelsea.

All members of residents' associations and compacts are invited, as are members of the HOMES group and local ward councillors. Each meeting is chaired by a senior officer, and a range of officers from different services attend. Housing Management performance statistics are presented at these, as are any policies or procedures currently under review and local issues are discussed.

These meetings are held three times a year.

Panels

There are several other panels – groups which meet continually – to review key aspects of housing. Currently a disability forum, a procurement panel, an editorial board for the Housing Matters magazine and a repairs forum are ongoing.

These usually meet quarterly.

Task and Finish Groups

These groups are set up for a specific purpose and end when their project is complete. We have had groups reviewing our anti-social behaviour policy, reviewing tenancy conditions and creating this document. Groups usually meet four to five times and we are always looking for new residents to join these meetings.

Focus Groups

These are specific groups, usually held as one-off or at most two meetings to review specific things. For example, we have had a group to look at the standards of our empty properties and to evaluate the engagement around capital works.

Interview Panels

We regularly invite residents to be on the interview panels for the recruitment of new staff members in Housing Management. This role would require you to attend a short training session to boost your skills and you will then be invited to participate in interviews when we are recruiting.

This last year has made holding meetings in the usual way difficult. One of which is our resident association Annual General Meetings. Several of you have been quite inventive – we have had one outside in summer, one by post and several using Zoom, the latter proving to be very successful.

It is important that AGMs are held and we have properly elected residents who can be the first point of contact for estates, so do get in touch with **chris.joannou@rbkc.gov.uk** who can help you organise your AGM. We can help with arranging all the necessary technology for an online AGM and are happy to offer crash courses in using Zoom to help the uninitiated. So do please get in touch.





A catch up with Head of Service Improvement **Caroline Scott**

**Caroline reflects on
running a service during
a year of lockdown...**

It's hard to believe that it's been a year since we went into lockdown. I remember thinking at the time that we would only be working from home for a couple of weeks – how wrong I was!

Rolling back the clock 12 months, we went into action to try to continue delivering a service. Our ICT team set up our customer services centre staff to work from home and staff from other areas were redeployed to work in the Council's central hub to support people who were shielding. Our neighbourhood staff started making welfare calls to support residents who might be vulnerable, and there was a mad rush to make sure we had plenty of PPE.

Our repairs staff made sure no one was left without an urgent or emergency repair and we continued with essential capital works. My service area is back office support services

such as performance so my team worked from home and I will always be grateful to those front-line staff that have kept things up and running.

COVID has very much changed how we work too. Many of us may not have had the best IT skills but we have all had to learn how to work remotely. Before COVID I never used 'Teams' or 'Zoom' and now I spend most of my working day on these!

Talking to a screen is nowhere near as good as talking to someone in person and it has been strange not to see colleagues, especially those we have said goodbye to when they have left or retired during lockdown. I did however, go to a very good online leaving do and technology has allowed me to catch up with friends and family who live far away. It's nice to see a face even if it's on a screen.

While I haven't missed the daily commute, I am excited at the thought of being back in the borough, and back to some sense of normality.

I got my vaccination two weeks ago and I was really impressed by how organised the set up was – I was in and out in five minutes. It was a really slick operation and I can see why they have vaccinated so many people. With the kids back at school and with the roll out of the vaccination it feels like there is an end in sight.

Caroline



Vaccinating Kensington and Chelsea

More than 25 million people across the UK have now received their first Coronavirus jab.

The vaccine has been offered to everyone in the top four priority groups in the UK and the Government has announced its aim to offer the vaccine to everyone over the age of 50 and all adults in at-risk groups by May.

While this is a step in the right direction, we know that many people have unanswered questions and that there have been various myths circulating in the community about Coronavirus and the vaccinations that are available. In particular there has been low take up within black, Asian and minority ethnic communities. NHS doctors, nurses and other frontline staff have come forward to provide reassurance that the vaccines are safe, effective and have been tested to the highest standards.

NHS staff have recorded messages in 14 of the most commonly spoken languages to ensure the importance of getting vaccinated reaches all Londoners. Visit www.england.nhs and search for vaccine information in community languages.

Be a Health Champion

The Council is calling on borough residents to play a part in helping to reduce the spread of Coronavirus by becoming Covid-19 Health Champions and sharing accurate, up to date health advice and guidance with friends, family and neighbours.

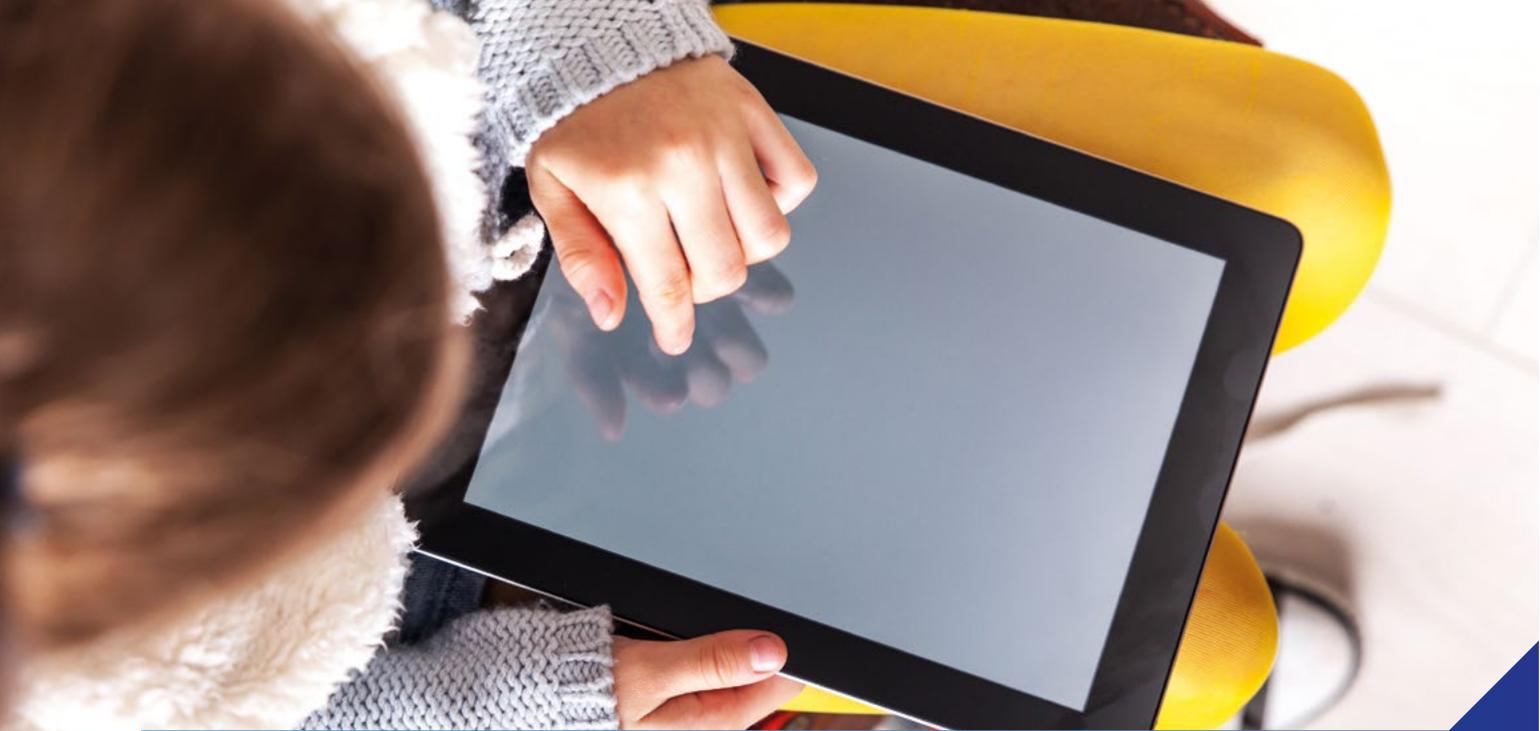
Health Champions will be amongst the first people to hear the latest information on the vaccination rollout and will be invited to one of two weekly briefing sessions – Wednesdays at 7pm or Fridays at 10am.

Representatives from the Council's Public Health department will be present as well as various health organisations including local hospitals, clinical commissioning groups (CCG) and local GPs, dependent on the topic. This is a friendly supportive meeting where Health Champions can learn more to share with other residents.

Go to www.rbkc.gov.uk and search health champions to sign up and help your community.

Asymptomatic testing

If you can't work from home, or you are a parent or guardian of a child at school or college and have no Coronavirus symptoms, you should get tested twice a week at one of our rapid community testing sites at Kensington Leisure Centre, Kensington Town Hall and Chelsea Old Town Hall. Go to www.rbkc.gov.uk for more information.



Bridging the digital divide

The way we live increasingly relies on access to the internet. Those without access are at risk of being left behind.

Job applications, banking, shopping and government services increasingly take place online. For many during the pandemic even connecting with family and friends has required access to the internet. Home schooling, now a part of everyday life, relies heavily on a good broadband connection. Finding a job is easier when you're online, and people with digital skills tend to earn more. Dealing with your bank, a government department or the Council is much easier and quicker. From shopping to utilities, being online can save you around £800 per year. Getting online can be life-enhancing – the economic, social, personal, and even cultural benefits are numerous. So whatever your age, if you're not online you're missing out!

Levelling the playing field

That's why we are working in partnership with two broadband providers to ensure the benefits of digital connectivity are available to all residents.

Borough-wide agreements have been entered into by **Community Fibre** and **Hyperoptic** to install full fibre broadband in Kensington and Chelsea. Each provider will offer different packages.

Your choice

If you struggle to get online or suffer from slow internet connection, being able to access full fibre broadband may be the solution you are looking for. However, it is important to know that while there are two new providers offering services across the borough, you are not obliged to sign-up to either one. The rollout of full fibre broadband will not affect any of your existing digital services such as Freeview or digital TV. The Council does not have a preferred provider, does not recommend a provider and remains neutral.

Supporting local communities

Community Fibre and **Hyperoptic** are offering to help vulnerable residents and local communities to get online and enjoy the benefits of superfast broadband.

Hyperoptic will offer a voucher scheme for qualifying residents which will entitle them to a discounted 50Mb broadband service. This will be extended to 25 homes on the Lancaster West and Silchester Estates to support home schooling and homework. They'll also be providing complimentary connections to community facilities, including ten community centres in the borough.

Job opportunities

A range of employment opportunities are also on offer with Hyperoptic for those with industry skills as well as those without experience. Please visit: **careers.hyperoptic.com/jobs** If you would like to find out more about employment with Hyperoptic, book onto one of their free jobs events. Upcoming events take place on 24 June, 23 September and 25 November. Visit **https://meet-hyperoptic.eventbrite.co.uk**

Community Fibre are providing permanent free connections to any community centre that is part of a building that they have enabled with full fibre-optic.

Poor connectivity is impacting on many families' ability to undertake home schooling and homework during the lockdown. Community Fibre will provide free connection for 12 months to households identified by the Council as most in need.

Free training courses

They will also be providing free online digital training courses. Once Community Fibre's Digital Ambassadors (see box below) have taught residents their basic digital skills they will encourage them to make use of these great digital learning tools.

Join online events

Community Fibre ran one of their 'Meet the Employer' events in January. The online session was streamed live and was an opportunity to find out about the various job opportunities they also have available, many of which do not require industry experience. These include sales, customer service and installation engineers. There were also interview tips, plus a question and answer session. Further Meet the Employer events are planned, with the next one being on 22 April. Details on how to register will be publicised nearer the time. Search jobs available with Community Fibre at **www.communityfibre.co.uk/jobs**

Become a Digital Ambassador

Community Fibre are also establishing a network of local Digital Ambassador volunteers who will provide digital training and support to members of their local community and you could get involved. As a Digital Ambassador volunteer you could be doing anything from helping people to set-up email addresses, learn about internet security, make Zoom calls, use a webcam, or organise their iCloud.

As well as helping your community, becoming a Digital Ambassador could improve your job prospects, as you improve your IT and digital skills and build confidence. Training is provided and it's also quite flexible so can work with any schedule. To find out more please email **digitalambassadors@communityfibre.co.uk**



Performance Indicators

An overview of the Council's performance to the end of January 2021



Customer service

Following the lockdown in March, the customer services team started working from home to continue to provide services to residents. Whilst call levels dropped early on in lockdown, from July they increased and remain higher than in 2019/20. October was the busiest month since 2018. Almost 94 per cent of calls were answered by the Customer Service Centre up to the end of January, slightly short of the 95 per cent target.

At the end of January, 89.3 per cent of stage one complaints had been answered on target, again just short of our target of 90 per cent.

Clean, safe neighbourhoods



Residents who responded to our survey reported satisfaction levels of 83.4 per cent with grounds maintenance, 76.3 per cent for external cleaning and 78.4 per cent for internal cleaning in the period April to January. Levels dipped slightly over the summer, but improvements have been seen in all three areas since September.

Satisfaction with the handling of antisocial behaviour cases at under 40 per cent is below our target of 75 per cent. Our ASB Manager continues to monitor activity and feedback closely and has been liaising with neighbouring boroughs to benchmark the service.



Repairs

In March the repairs service was reduced to carry out emergency and urgent repairs only. Since routine repairs have resumed, the average time to complete a repair is just below nine days. This is a notable improvement on last year's performance for both the year and each quarter. Despite this, areas for improvement remain and we are working to improve satisfaction with waiting times for repairs and the number of follow-on visits being made.

Your tenancy



Throughout lockdown, the work of the Rent Income Team has been focused on early intervention and targeted support to households, such as those receiving Universal Credit, new introductory tenancies, and those with bounced direct debits.

The Financial Inclusion team is supporting this work by providing benefits advice, signposting, and promoting initiatives such as the winter fund food voucher scheme.

Following the seasonal increase over Christmas, arrears have reduced during January and at 98.97 per cent the collection rate at the end of the month was at its highest point since March.

The pandemic has had a significant impact on the good progress made earlier in the year in re-letting homes. At an average of 54 days we are still some way off our target of 40 days. As lockdown restrictions are gradually lifted, we hope to recover lost ground and get closer to achieving our target.



Financial Inclusion

The story so far

Throughout what has been the most challenging of years, the Council's commitment to supporting tenants to maximise their income and make the most of their money has not wavered.

In the last twelve months alone, specialist Financial Inclusion advisors have helped to secure more than £60,000 in support payments for families struggling to make ends meet.

For some residents, making a claim for financial support can feel like a complicated and confusing process. In response, officers have stepped in to provide one-to-one support and guidance to families, helping them claim all the benefits they are entitled to and enabling them to pay their bills and buy the food and essentials they need.

If you think you could be missing out on any of the benefits you may be entitled to, or want to check what you could claim, speak to your Rent Income Officer and ask to be referred to the Financial Inclusion Team. They will do the rest.

All Kensington and Chelsea residents can access support from the Housing and Employment team on 020 7361 2070 or by email to housingandemployment@rbkc.gov.uk Alternatively contact your local Citizens Advice Bureau.

As well as providing practical help, the team has been working on a Financial Inclusion action plan that will include a range of projects and initiatives to help and support our residents in these challenging economic times.

One such initiative, which we plan to deliver when we can do so safely is the Savvy Shopper Hopper – a free bus service carrying residents directly to low cost supermarkets across the borough. The team has also secured funding for Sainsbury's vouchers to support families with the cost of the weekly food shop. The Financial Inclusion action plan details some of the many other plans for the coming year.

If you would like to be involved in shaping our approach and helping decide what we focus on, then why not join our Financial Inclusion Board? The board is made up of a group of staff and residents who meet every two months to feedback on progress and help shape future projects. There is no obligation to attend every meeting and you would be very welcome to dip in and out according to your schedule.

For more information please email **David.kenyon@rbkc.gov.uk** or call us on **0800 137 111**.

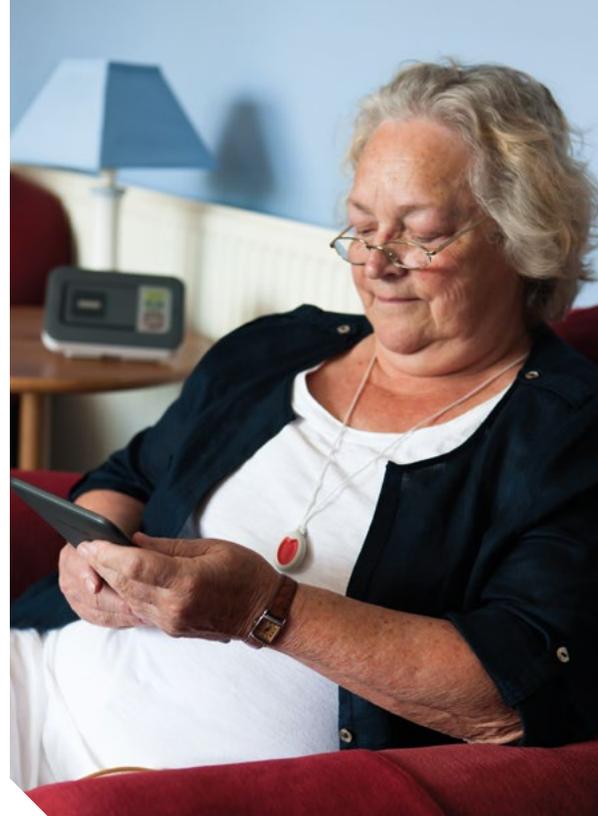
Feel safe at home with a **Community Alarm**

The Community Alarm Service (CAS) provides an emergency response service 24 hours a day, 365 days a year. The service is available to anyone who feels vulnerable or at risk.

Many people rely on our service to live independently, safe in the knowledge that they can get help when they need it. CAS provides peace of mind for you, your family and friends.

How does it work?

An alarm is installed in your home, together with a pendant button. In an emergency, you press the button on your pendant and this will alert the control centre. A member of staff will talk to you and arrange the appropriate help.



For details of our current prices please get in touch with our Community Alarm Service at **HM-CAS@rbkc.gov.uk** or call us on **020 7605 6509**.

Independent living with **aids and adaptations**

We all want to live as independently as we can and for the majority of people, most of the time this is the case. Sometimes we need a little help.

The Council's Aids and Adaptations team is dedicated to supporting people's independence and wellbeing. Their work enables individual residents to live in the community with dignity, choice and control.

For example, an adaptation could help a resident finding it difficult to move around their home easily or being able to carry out everyday tasks such as cooking, showering, or using the toilet.

This might mean widening doors for wheelchair users, installing low level kitchen units, wet floor showers or automatic toilets.

The installation of ramps, door entry automation or stair lifts could be the difference between being able to access your home independently or being reliant on others.

Collaboration between the Aids and Adaptations team, surveyors, occupational therapists, specialist company representatives and colleagues across the departments means that each resident will receive specialised advice and service.

The aim of the aids and adaptations service is to help create a home environment that supports residents to live safely and independently and is available for residents living in the private sector as well as residents living in homes managed by the Council.

Recommendations for major adaptations or complex works will come to the team following an Adult Social Care individual functional assessment. To request this service please contact Adult Social Care on **020 7361 3013**.

For more information email **socialservices@rbkc.gov.uk**

Welfare Calls are as welcome as ever

After a whole year of lockdowns, restrictions and social distancing, our welfare calls continue to be as welcome and appreciated as ever.

When you are severely clinically vulnerable, if you don't have the support of family, friends or social networks, because you are struggling with physical disability or you simply feel very lonely, a welfare call can be a lifeline.

Our highly dedicated team have been making calls to residents on a weekly or fortnightly basis, depending on what is required. They help make life that little bit easier for anyone struggling by providing practical help with shopping, collecting medicines or arranging repairs. However, one of the most important aspects of the call is the reassurance it provides that there is someone looking out for them, who will make that welcome call to check that they are ok and spend time to chat for a while.

Evidence shows that social isolation and loneliness can impact on physical health, quality of life and present as a factor in depression. Aside from the practical help provided, this is one of the most important elements of the call.



Mrs Sabbagh, one of twelve residents who received welfare calls throughout the year was chosen at random to receive a surprise food hamper.

Over the last twelve months, the team has made more than 3,300 welfare calls.

If you or someone you know would like to receive a welfare call, please get in touch and let us know.

Email us on **HM-NeighbourhoodBusinessSupport@rbkc.gov.uk** or call **0800 137 111**

Draft Rent Income and Arrears Policy

We have written a draft rent income and arrears policy. The draft policy sets out how the Council plans to approach rent collection and respond to rent arrears.

We would like to know your thoughts on the draft. You can find out more, see the proposed policy, and have your say using the online questionnaire on our Consultation Hub at: www.rbkc.gov.uk/rentpolicydraft

The consultation closes on Friday 30 April 2021.



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

Offices are temporarily closed due to Covid restrictions. Please contact us by phone or email if you can.

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.