

# Housing Matters

News from your Council



**Mission accomplished at Pond House**

**Boost your wellbeing on a community outing**

**Have a say and help shape housing policies**

**Hear from your antisocial behaviour officer**

**Book a home visit and enter our £100 draw**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



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Welcome to this edition of Housing Matters.

The Regulator of Social Housing has announced that they will be inspecting our housing management service in April.

The failings exposed by the Grenfell Tragedy in this Council and others, led to the implementation of a new regulatory regime. As such, this inspection is an important moment for this Council.

I am confident in the changes we have already made and the plan we have for the change we must still deliver. This relates to all our housing services, as well as a clear plan to ensure all our homes are decent, safe and warm.

Following the Government's decision to remove the winter fuel payment from most households, we have decided to support our elderly council tenants who are just above the threshold for Pension Credit, with a one-off payment of £200. This has been sent directly to those who qualify.

This is just one part of our plan to support our residents who are struggling to make ends meet, and we have continued to use our Tenancy Support Fund to support those who need it.

In this issue is information about our Money Cafes, (see page 14) do pop in if you have any questions about finance, the team are very knowledgeable and helpful.

I hope you are enjoying the Spring weather and I look forward to seeing you at one of our regular meetings or events.

Cllr Sof McVeigh

Lead member for housing management, housing safety and building new homes



## You've got mail

### Would you like to receive your next Housing Matters by email instead of by post?

You'd be able to read it on all your digital devices, at home or on the go, and there would be zero postage or recycling when you're done reading. Let us know via email or give us a call.

**Contact the Housing Matters team at [housing.matters@rbkc.gov.uk](mailto:housing.matters@rbkc.gov.uk) or call us on 0800 137 111.**

## Getting ready to welcome the Regulator

**A**s Sof mentioned in her introduction, it's our turn to be inspected **by the Regulator of Social Housing.**

The regulator will inspect every social landlord in the country over the course of a four-year programme which started last April.

They'll be visiting us in April this year to review our work and services against the Consumer Standards, the regulator's key measures that all social landlords are working to meet.

Once they've inspected us, the regulator will give us a grade along with any recommendations or requirements for improvement.

For more information about the Regulator of Social Housing check out their website [www.gov.uk/government/organisations/regulator-of-social-housing](http://www.gov.uk/government/organisations/regulator-of-social-housing)

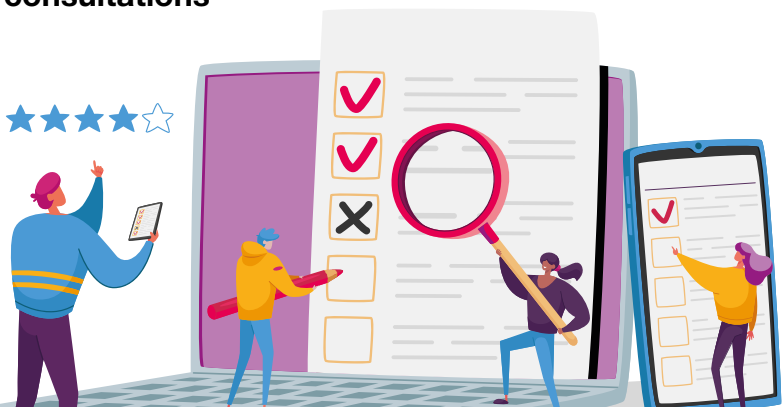


## Communicating with you your way

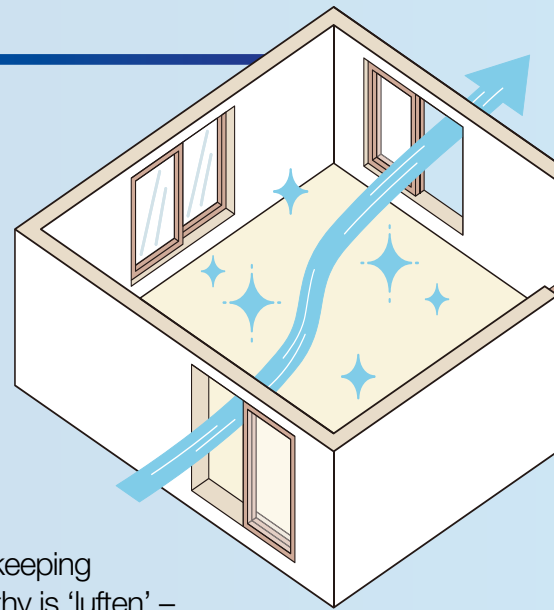
We send information out about our services in a range of ways, and we want to make sure you're getting the information you need in the best format for you.

Included in your Housing Matters envelope you'll find a survey asking you what kind of information you find most useful and would like more of. We also ask about the specific formats and what you think of them.

If you return the survey we'll enter your name into a prize draw with the chance to win a £50 Love2shop voucher, redeemable at over 150 top brands. If you would prefer to complete this survey online visit the consultation pages on our website [consult.rbkc.gov.uk/housing-consultations](http://consult.rbkc.gov.uk/housing-consultations)



# Working together for a healthy home



**A**s the weather warms up it's important to stay vigilant for the signs of damp and mould. If you notice any signs of damp or mould, or if you have persistent condensation please call us on 0800 137 111 and we'll send a surveyor to look into the problem and help fix it.

Though the air will be warmer through spring and summer, there's still a risk of mould developing in areas where air doesn't circulate well.

### It's worth checking:

- in or above kitchen cupboards
- behind large items of furniture items such as wardrobes
- the wall behind the back of your bed or sofa.

Wherever possible, try and make space for air to move.



A good way of keeping your home healthy is 'luftten' – the German method of whole home ventilation. It basically means opening windows on both sides of your home for 5-10 minutes in the morning and again in the evening to allow for a complete change of indoor air.

Fully ventilating your home like this can help to keep the indoor air fresh which has health benefits. Crucially it means that damp air is moved out of the home on a regular basis making it harder for condensation, damp and mould to take root.

More information on this method can be found in an article from Huff Post [bit.ly/43ujWSS](https://bit.ly/43ujWSS)



## Bothered by pests?

If you are a council tenant or leaseholder, you can access our limited, free pest control service. We offer a free pest control treatment for the following pests:

- rats and mice inside your building
- bed bugs
- cockroaches
- pharaoh ants (in some circumstances)
  - pharaoh ants are small, yellow-brown, invasive ants. They are a common household pest and can be challenging to control due to their ability to create multiple colonies.

If you require this pest control service, please call customer services on **0800 137 111** or email: **HM-CustomerServices@rbkc.gov.uk**



# The art of living well

**Whether you're just starting your first tenancy, or you've lived in your home for years, we want to make sure you've got all the information you need to live well in your home.**

We share tips and tricks in our magazines and newsletters like what to do with cooking fat (see page 6) and the continental approach to home ventilation (page 4).

Over the next few months we'll be putting some of the best advice we've got into a handbook to help people get the most out of their homes to live safely and comfortably.



## Hot topics - in the spotlight

From April we're hosting public meetings on the topics residents ask about most often. Our in-house experts on the subject will be available to talk through the topic and answer any questions you may have.

The first will be putting the spotlight on damp and mould. Join our property services team on Tuesday 15 April.

The second event will be hosted by our neighbourhoods team and cover tenancy and succession. Join the team on Tuesday 20 May.

Both meetings take place at 6pm at the Town Hall, Hornton Street, W8 7NX.



## Practical help for a spring clean

As part of the annual *Great British Spring Clean*, our estates and environmental team will be providing free skips around the borough on the early May bank holiday weekend (Saturday 3 May to Monday 5 May). We'll write to you when we are in your ward and post details on noticeboards in your area.

Ward	Location
Dalgarno & St Helens	Balfour of Burleigh Estate - Bruce Close by recycling bins
Chelsea Riverside	Concierge Office end of Blantyre Street
Stanley & Redcliffe	Wandon Road (opp King Charles House), SW6 2JF
Golborne	Adair Tower
Central	Wiltshire Close
Notting Dale	For Henry Dickens Estate, (outside Carton House by grass area)

If you've got large items you want to get rid of that can't wait until then, the Council offers an affordable 'too big for the bin' service (it's free for residents claiming Housing or Council Tax Benefit!).

To book a collection head to [www.rbkc.gov.uk/waste-and-recycling/rubbish-collections/bulky-household-waste-collections](http://www.rbkc.gov.uk/waste-and-recycling/rubbish-collections/bulky-household-waste-collections)



## Dispose of fat and oil responsibly

**I**t may seem like the easiest option, but please resist the temptation to pour oils and fat down the kitchen sink after cooking.

Cooking fat and oils will eventually turn solid and build up in your pipes. When this happens it causes blockages which creates issues for everyone in the immediate area.

This is particularly common in blocks of flats or converted houses where different homes share the same plumbing and it can cause dirty water to back up into neighbours' sinks or baths.

It's easy to avoid – simply collect oil and fat in a container like a jam jar or yoghurt pot, leave it to cool, and once it's set, scoop it out and pop it straight in the bin.

It's better to prevent your pipes from getting blocked in the first place if you can, but if they do, please report it as a repair to [www.rbkc.gov.uk/housing-repairs](http://www.rbkc.gov.uk/housing-repairs)

## Kitchen and bathroom revamps

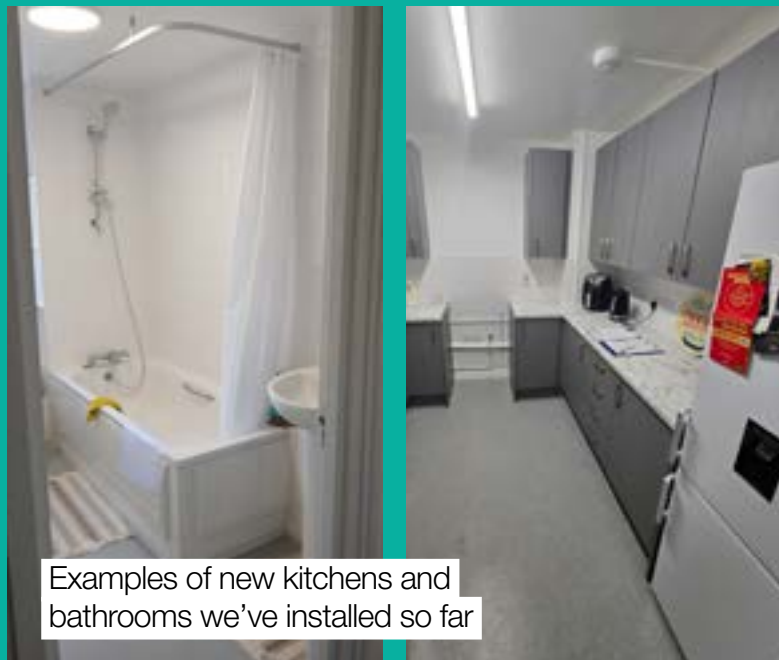


**O**ver the next five years we'll be continuing our £600 million major works programme to make your homes modern, safe and warm.

We'll be spending £23 million in the next two years bringing kitchens and bathrooms up to standard for those who need them. We aim to install 1916 new kitchens and 1100 new bathrooms by March 2026.

So far, we've installed 60 new kitchens and 28 new bathrooms on estates in the north of the borough. As we move into the spring months we'll be focussing on the south of the borough, carrying out surveys and helping residents decide how their new kitchens and bathrooms will look and fit into their homes.

If you would like to speak to a team member to find out if you are eligible for a new kitchen or bathroom, email [kitchenandbathroom@rbkc.gov.uk](mailto:kitchenandbathroom@rbkc.gov.uk) or call us on **0800 137 111**.



Examples of new kitchens and bathrooms we've installed so far

# Mission accomplished at Pond House

Our major works team carry out improvements boroughwide, managing anything from 10 to 30 refurbishment projects at any one time.

Most recently, the team has completed much-needed improvements at Pond House, one of our estates in Chelsea.

We've invested more than £4 million in major improvements to the estate since work began in July 2023. The refurbishment work includes:

New roofs which provide better protection against the weather and improved thermal efficiency.

New double-glazed windows designed to complement the style of the building while offering better insulation, reduced noise levels and improved security.

New main entrance doors that make it easier and more secure for residents to enter and exit the building.

Revamped communal areas with fresh paintwork and new flooring to provide a brighter, more welcoming environment.

A full refurbishment of the caretaker's lodge – much to the delight of the hardworking caretaker.

As part of their social value commitments, our contractors DR Jones refreshed the paintwork and replaced the flooring in the much-loved community centre, making it a bright, vibrant space for residents to enjoy.

We're pleased to hear positive feedback from residents on these improvements.

If you would like to speak to a member of our capital investment team email **capital.investment@rbkc.gov.uk**.



New homes,  
Safer homes



## The People's Kitchen at Panella – tackling food poverty and social isolation

**A**t the base of the iconic Trellick Tower on Golborne Road sits Panella, a local gem serving up Sicilian street food.

Run by married couple Giuseppe and Catarina, this beloved café is known for its strong sense of community. It is also home to the People's Kitchen – a monthly event offering a free, no questions asked meal for anyone in the local area.



“The People's Kitchen is made possible by the efforts of an amazing team of volunteers” Giuseppe explains. “They help us collect, prepare, and cook donated

food which we set out in a buffet. People from all walks of life come together to share the meal.

“They come for many reasons, not just to eat, but to share stories, laughter and companionship. People's Kitchen is about belonging. It gives anyone who is isolated a reason to come out, people with worries an opportunity to talk and those who can, to listen.

“We first opened Panella when we were invited to try running a coffee shop as part of the Goldfinger enterprise\*. Right from the start people came—for the coffee, the food and importantly for the welcoming neighbourhood atmosphere we enjoy creating. Later, we expanded into a restaurant.”

While the free meal happens once a month, the spirit of The People's Kitchen is alive in Panella every day.

“This place is for everyone,” Giuseppe adds, “whether you're riding high or down on your luck, you'll be welcomed the same way. It makes me happy when I see people arrive with stress and sadness on their faces leave with a smile.”

Step inside, and you'll be greeted with a warm smile, a friendly chat, and the kind of hospitality that makes you feel like family.

Want to get involved or learn more?  
Visit [www.panellalondon.com](http://www.panellalondon.com)

\*Goldfinger enterprise:  
[www.goldfinger.design/pages/peoples-kitchen](http://www.goldfinger.design/pages/peoples-kitchen)





# Boost your wellbeing on a community outing

**Kensington and Chelsea is home to a wealth of world-class museums, galleries, music venues, and art spaces.**

This offers our residents the opportunity to enjoy the wonderful, rich heritage this borough possesses. Our resident engagement team organises regular outings for residents to come together to explore, learn and enjoy shared experiences.

Whether it's a visit to a fascinating museum, or the unique opportunity to listen in on an opera rehearsal, a shared experience is a great way to give your wellbeing a boost and enjoy a happier and healthier lifestyle.

Resident Nahid joined the team on a visit to the Royal Albert Hall: "We recently enjoyed a fascinating tour of the Royal Albert Hall, exploring its rich history, hidden spaces, and stage areas where world-famous performers have stood.

"From the stunning auditorium to the numerous doors, corridors and private rooms, it was a rare glimpse into the magic that brings this iconic venue to life!"

Put your name down and join us on one of our outings this spring.

**Thursday 17 April Royal Hospital (Chelsea Pensioners)**

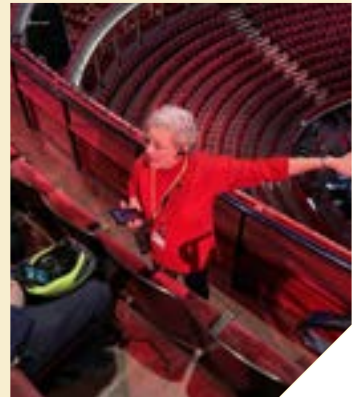
**Thursday 24 April Royal College of Music**

**Monday 12 May The Royal Albert Hall**

**Monday 19 May Leighton House**

**Tuesday 27 May Natural History Museum**

Email [housingconsult@rbkc.gov.uk](mailto:housingconsult@rbkc.gov.uk) or call us on **07814 188 168**



## You can be a community advocate

We want you to be involved in how your homes are managed, so we're offering a range of courses that will help equip you with the skills you need to make a real difference.

You can learn to become an effective advocate for your community and drive positive change by joining one of our courses below.

Thursday 17 April at 12.30pm	Understanding the Council
Monday 12 May at 6.30pm	Resident scrutiny
Monday 9 June at 6pm	Understanding housing management

There is a different course run each month throughout the year. To find out more and register, email [housingconsult@rbkc.gov.uk](mailto:housingconsult@rbkc.gov.uk) or call **07814 188 168**

# Have a say and help shape housing policies

**We value your input when introducing new policies or updating existing ones to keep them relevant and effective. Your input helps us shape our recommendations ensuring we work together to deliver services that best meet your needs.**



**Below are some of the current policies open for consultation.**

To take part in any of the consultations on these pages, visit [consult.rbkc.gov.uk/housing-consultations/](https://consult.rbkc.gov.uk/housing-consultations/) or scan the QR code with your smartphone.



If you would like any of the consultation documents in another language or format, please contact us at

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

## Antisocial behaviour policy

We want to improve the way we deal with antisocial behaviour so we're proposing some changes to our policy. The new policy merges with our good neighbour policy which aims to offer support, to resolve issues early, and minimise legal action. It also contains new routes to escalate cases where needed, including legal enforcement.

Have your say on the changes to the policy by visiting our consultation hub.

**This consultation is open until Sunday 13 April 2025.**



## Safeguarding policy

The Council is committed to safeguarding and promoting the safety and welfare of adults and children who live in a council property, who use, are engaged in, or are connected to our services.

We have proposed some changes to our safeguarding policy to make it more concise and easier to read.

Please let us know your thoughts on the proposed changes.

**This consultation is open until Sunday 20 April 2025.**



## Rent income and arrears policy



The rent income and arrears policy outlines how we collect rent and service charges, how we work with residents to support them to prevent rent arrears, and our approach if residents do fall behind on payments. We are reviewing the policy which was published in October 2020 and want to know whether you feel it still meets your needs and expectations.



**This consultation is open until Sunday 20 April 2025.**

## Asset management strategy

We are currently updating our asset management strategy for 2025-2030. Asset management is all about how we care for and improve the homes and estates we manage. This includes important areas like building fire safety, modernising homes and estates, making homes more efficient and ensuring long-term maintenance and improvements.

You can give us feedback at one of our in-person or online sessions:

- Wednesday 16 April, 6.15pm to 8pm. Town Hall, Hornton Street, W8 7NX.
- Monday 28 April, 6pm to 8pm (online).

If you'd like to take part in either of these sessions, please email [ria.dangerfield@rbkc.gov.uk](mailto:ria.dangerfield@rbkc.gov.uk) with your contact information and which session(s) you would like to attend.



## Housing strategy

### Share your views on new draft housing strategy

Have your say on our vision for housing in Kensington and Chelsea by taking part in the consultation into our new draft housing strategy 2025-2030. The strategy sets out to embed the learnings from Grenfell to provide safe, modern homes and promote the supply of different types of housing for local communities. - find out more and share your views by visiting our housing consultations hub.

**The consultation is open until Tuesday 13 May 2025.**



## Finding your perfect home with a mutual exchange

Demand for housing in Kensington and Chelsea is high which can mean long waiting times for those seeking a transfer. At the same time, many residents would like to move to a larger or smaller property, or one in another location.

The mutual exchange scheme is an option that enables social housing tenants to swap homes with each other on a mutually agreed basis. This gives tenants more choice about where they live, and helps the Council make the best use of its housing stock.

We support tenants through [www.homeswapper.co.uk](http://www.homeswapper.co.uk) the largest mutual exchange service in the UK. This free platform helps tenants find potential swaps to properties that better suit their needs.



If you find someone you would like to exchange homes with, it's important to know more about the property you want to move to before making any commitments, especially its location and its condition. Visit our webpage for guidance on where to look for possible swaps, the pros and cons of mutual exchange, how to apply, and the support we can offer you during the process.

For more information email us at [HM-NeighbourhoodResidentServices@rbkc.gov.uk](mailto:HM-NeighbourhoodResidentServices@rbkc.gov.uk) or call us on **0800 137 111**.

## Book and win!

Be in with a chance to win £100 Love2shop voucher when you book a home visit.

Our visiting officers will:

- advise on tenancy matters
- help to report a repair or maintenance issue
- provide information about health and safety in your home, including ensuring smoke alarms are in working order
- inform you about any planned work taking place in your area
- advise on financial assistance you may need.

Email us at [HM-NeighbourhoodResidentServices@rbkc.gov.uk](mailto:HM-NeighbourhoodResidentServices@rbkc.gov.uk) or call us on **0800 137 111** and arrange a visit today.



£100 voucher winner Synan, with visiting officer Sonia

# Performance indicators – how are we doing?



**We want to make sure you have the information you need to hold us to account.**

We currently provide performance information at our regular Come and Meet Us events, in our Annual Report to Tenants, and when we publish our Tenant Satisfaction Measures (the survey set by the Regulator that we carry out each year). We also frequently present on different areas of our service at the Tenants' Consultative Committee.

To add to that we've introduced a page on performance into Housing Matters. Each edition we'll look at a different area of our performance and how it's changing over time. This edition we're focusing on repairs, complaints and estate services with our year-to-date figures and showing the last three full years in comparison.

Performance measure	2021-22	2022-23	2023-24	2024-25 (Year to date)	2024-25 target
<b>Repairs</b>					
Average days to complete a repair	10.8	15.6	16.2	12.1	For info only
Satisfaction with last repair	75.64 per cent	81.21 per cent	84.4 per cent	84.4 per cent ▲	80 per cent
<b>Complaints</b>					
Number of new complaints received	708	684	702	516	For info only
Average days to respond to a Stage 1 complaint	10.4	10.1	10.7	10.8 ▲	10
<b>Estate care</b>					
Satisfaction with internal cleaning	75.03 per cent	72.62 per cent	73.9 per cent	77.2 per cent ▲	75 per cent
Satisfaction with external cleaning	75.04 per cent	72.85 per cent	75.5 per cent	77.4 per cent ▲	78 per cent
Satisfaction with grounds maintenance	83.39 per cent	81.47 per cent	82.9 per cent	85.2 per cent ▲	86 per cent

While performance is improving on most measures, where performance is dipping, or we haven't quite met the targets our teams are looking into the causes and will make plans to address them.



# Help with rising Thames Water bills

**R**esidents are due to see a sharp **31 per cent** rise in Thames Water bills from April this year.

We know this can be worrying, and our financial inclusion team is ready to help low-income families receive the support they need.

## Did you know

If your water bill is more than 5 per cent of your net income, you may qualify for Thames Water's WaterHelp scheme, which offers a five per cent discount on your bill.

Apply online at [www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp](http://www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp) or call Thames Water on **0800 980 8800**.

## Get support from our financial inclusion team

We offer free help and advice on welfare benefits, debt support, and digital skills through our Money Cafés. Come along for friendly, practical support.

Venue	Address	Times	When
<b>Kensal Resource Centre</b>	Bosworth Road W10 5EQ	10am to 4pm	First Thursday of every month
<b>Henry Dickens Court Community Centre</b>	104 St Ann's Road W11 4DH	10am to 2pm	Second Thursday of every month, term time only
<b>Portobello Court Community Centre</b>	Portobello Court W11 2DL	10am to 4pm	Second Friday of every month
<b>World's End Community Centre</b>	16 Blantyre Street SW10 0DS	10am to 4pm	Second Monday of every month

## Get in touch

If you can't make it to one of our Money Cafés, you can email [financialinclusion@rbkc.gov.uk](mailto:financialinclusion@rbkc.gov.uk) or call financial inclusion on **0800 137 111**.

We're ready to walk with you through life's financial challenges.



# Be Money Wise

## - take control of your finances



**Do you want to make the most of your money, learn to plan ahead, waste less, and feel more confident in your financial decisions? If so, the Money Wise course is exactly what you need.**

By joining Money Wise, you'll learn practical tips on budgeting, saving, spotting the best deals, and even reducing your energy costs.

### **How Money Wise helped Natalie**

Natalie wanted to take control of her finances, to budget effectively, save wisely, and overcome her fear of money. She enrolled on the Money Wise 2024 course, determined to improve her financial knowledge.

After successfully completing the course and earning a Money Wise attendance certificate, Natalie wasted no time applying her new budgeting skills. Within a matter of months, she had saved enough to launch her dream business - Treebehold, a handmade bespoke crystal tree art venture.

Thanks to Money Wise Natalie was also introduced to the Elevate Entrepreneurship Programme, a support network designed to help aspiring business owners take their ideas to the next level.



***Money Wise turned my dream business into reality. With no money but ample knowledge and determination, it transformed my financial outlook and empowered me to make smarter budgeting choices.***

### **Do you want to take control of your finances?**

Courses for 2025 will be held in May, September, and December. To book a place contact us at [housingandemployment@rbkc.gov.uk](mailto:housingandemployment@rbkc.gov.uk) or call **020 7361 2070**.



## We don't tolerate hate crime - neither should you!

**H**ate crime is any crime that is motivated by hostility based on race, religion, disability, sexual orientation or transgender identity. Hate crime should be reported directly to the police using one of the contact methods below.



In an emergency - **call 999 immediately**

Non-urgent - **call 101**

Online at **[www.met.police.uk/true-vision-report-hate-crime](http://www.met.police.uk/true-vision-report-hate-crime)**

### Report to housing management

We understand that reporting hate crime can be difficult, and we want you to know you are not alone. We offer compassionate support, can guide you through the process, and refer you to third party or voluntary support agencies for further assistance.

If you have experienced hate crime or know someone who has, get in contact with your neighbourhood officer or the antisocial behaviour (ASB) team using the details below:

North - **[HM-NeighbourhoodManagementNorth@rbkc.gov.uk](mailto:HM-NeighbourhoodManagementNorth@rbkc.gov.uk)**

Central - **[HM-NeighbourhoodManagementCentral@rbkc.gov.uk](mailto:HM-NeighbourhoodManagementCentral@rbkc.gov.uk)**

South - **[HM-NeighbourhoodManagementSouth@rbkc.gov.uk](mailto:HM-NeighbourhoodManagementSouth@rbkc.gov.uk)**

Telephone - **0800 137 111**

Report to Victim Support email: **[VA@victimsupport.org.uk](mailto:VA@victimsupport.org.uk)** or call **078791 16551**

Report to Crimestoppers: online **[crimestoppers.com](http://crimestoppers.com)** or call **0800 555 111**

Report to Fearless: online **[crimestoppers-uk.org/fearless](http://crimestoppers-uk.org/fearless)**

Young people can report hate crime and other crimes anonymously to Fearless.

You can also receive support from *Catch-Communities Against Hate Crime*.

*Catch* work with organisations who specialise in anti-Muslim hate, anti-LGBT+ hate, antisemitism, and anti-disability hate, to end all forms of hate crime. They are independent of the police, and they can support you with your reports of hate crime. For more information visit **[www.catch-hatecrime.org.uk](http://www.catch-hatecrime.org.uk)**



### Spotted an issue on your estate? Reporting it is easy

It's quick and easy to report issues such as bulk waste clearance, communal repairs, graffiti, grounds maintenance and pest control to name a few. Open the camera on your smartphone, scan the QR code below, tap the link to our webpage and fill out the short report.

**<https://bit.ly/rbkcrepair>**







## Antisocial behaviour officers – challenging perpetrators, supporting victims

**A**ntisocial behaviour (ASB) officer Hannah tells us how her team is tackling some of the most challenging issues for our residents and developing meaningful solutions.

I'm proud to be part of a team that makes a real difference to residents' lives.

We support residents in council properties, addressing the devastating effects that antisocial behaviour can have. Equally important is our work to identify and support the often hidden, vulnerable, exploited, victims of antisocial behaviour.

We're a team of three people with more than 30 years of experience between us. We work closely with the police, the community safety team and other agencies to ensure ASB is effectively addressed.

Our approach begins with a range of early interventions such as warning letters, acceptable behaviour agreements, and interviews with the individuals involved.

When early intervention remedies are either inappropriate or unsuccessful in resolving the issue, we can apply to the courts for a range of legal powers. This can include court orders to limit a person's, or a group's behaviour, or in severe cases orders to close a property, or evict a resident. We recently secured an injunction that meant anyone engaging in severe antisocial behaviour on one of our estates could be immediately arrested.

The Crime and Policing Bill, introduced in November 2024, has strengthened our powers allowing us to tackle ASB more robustly.

This isn't a role for everyone, it can be really challenging. I enjoy the investigative process and I'm passionate about helping safeguard vulnerable residents who are at risk of harm from others.



If you want to report antisocial behaviour or suspect a neighbour may be at risk, report it online at [www.rbkc.gov.uk/asb](http://www.rbkc.gov.uk/asb) or call **0800 137 111**.

## Complaints, comments and compliments

We always want to hear from you about your experience of our services. It's the best way for us to know what we need to work on, and just as importantly, what we need to keep doing.

If our service hasn't met the mark, let us know. Once we receive a complaint, we'll acknowledge it the same day (or the next day if it comes in after 3pm), and respond to you within 10 working days.

The quickest way to report a complaint, leave feedback or send a compliment to one of our team is via our form. [www.rbkc.gov.uk/contact-us/complaints-comments-and-compliments](http://www.rbkc.gov.uk/contact-us/complaints-comments-and-compliments)

You can also email [HM-complaints@rbkc.gov.uk](mailto:HM-complaints@rbkc.gov.uk), or you can call us on **0800 137 111**.

You can write to us at:  
**RBKC Housing Management,  
37 Pembroke Road, W8 6PW**



## Domestic abuse – it's not just physical



Domestic abuse can affect anybody, and it can take many forms. As well as physical abuse from a partner, domestic abuse can mean financial abuse, emotional abuse, coercive and controlling behaviour, and so-called 'honour based' violence.

### Financial abuse

This can be tricky to spot. It can include limiting someone's access to money, taking or controlling their wages, or what they spend. It also includes forcing someone to take on debt they don't want, or finance their partner's lifestyle at their own expense.

Sometimes an abuser will stop their partner from working altogether or insist that wages or benefits are paid into the abuser's account. Some abusers may keep login or PIN details to a joint account secret from their partner.

These are just some of the signs to look out for. If you're concerned that you, or someone you know is being abused, speak to us - our teams are all trained to help you and we can offer support with housing and work with other organisations to keep you safe.

Find out more on our website at [www.rbkc.gov.uk/domestic-abuse](http://www.rbkc.gov.uk/domestic-abuse) as well as details of local and national charities that can provide support.

You can report domestic abuse to us on **0800 137 111**.

# Leaseholders Hub



## New leaseholder, or planning to sell your home? – Don't forget the notice of transfer

**A solicitor must send the Council a "notice of assignment", also known as a "notice of transfer, whenever a leasehold property changes hands. Without it the Council will not formally recognise the new owner.**

### Typical reasons for transfer of home ownership

Ownership changes most often when a leasehold property is sold, however, it can also happen for other reasons. This is known as an assignment. Typical reasons include:

Divorce or separation of the owners

Marriage

Gift to a long-term, non-married partner

Gift to children

Adding an additional owner to the lease, for example, a family member

Death of one or both owners

The new leaseholder's solicitor usually prepares and serves the notice of assignment/transfer. However, the seller should first request a pre-sale information pack. The pack outlines notice requirements, arrears, major works and any fees to be paid to the landlord. Your solicitor will pay the fee on your behalf, then invoice you in turn.

Please be aware the new leaseholder will be liable for all debts outstanding to the landlord, even if those debts arose under previous ownership. Your solicitor will need to check that all ground rent and service charge payments are up to date, and the status of any restrictions in the lease, for example, where previous debts have been secured against the property by way of a charging order.

### Why this is important

Submitting a notice of transfer/assignment ensures the Council can legally recognise a change of ownership. Without it, and any required fee, we cannot acknowledge the new owner or correspond with them, leading to potential legal and practical issues.

If you have any questions, please contact us at **HM-Homeownership@rbkc.gov.uk** or call **020 7604 6464**.

On 24 February, the home ownership team held its first Lease Extension Event at the Town Hall. Over 200 people attended two separate sessions during which experts from the various council teams involved in the lease extension procedure explained all key details of the process and answered attendees' questions. As this is clearly a popular topic, especially with changes brought about by the Leasehold and Freehold Reform Act, home ownership may host another event in the summer. Watch out for your invitation in the post.



# Housing Matters



## CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



Royal Borough of Kensington and Chelsea  
Town Hall, Hornton Street, W8 7NX



HM-CustomerServices@rbkc.gov.uk



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



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## YOUR LOCAL HOUSING OFFICES

### Malton Road Office

2-4 Malton Road  
London W10 5UP  
Open weekdays 9am to 5pm

### Blantyre Office

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

### Pembroke Office

Pembroke Road  
37 Pembroke Road, W8 6PW  
Open weekdays 9am to 5pm

### Lancaster West Estate Office

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

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please call us on 0800 137 111 or 020 3617 7080.

### Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

### Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشند. 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.



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