

Housing Matters

News from your Council

How we're investing in your homes

New Public Participation Commitments

Healthy hearts and minds

Wellbeing outings and resident training

Sprucing up your estates for spring

Explaining the decent homes standard



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Welcome to this edition of Housing Matters.

I am delighted to share that our new Director of Housing Management, Jahed, joined the Council in January. I know he has already been out meeting many of you - please do say hello when you see him. He is one of several new faces joining Housing Management, and you can hear from some of them in this edition. A warm welcome to all.

At Full Council in February, we approved this year's Housing Revenue Account Budget and Business Plan. Like every other social landlord, we are raising rents in line with the Government's rent standard, which allows us to continue investing in your homes. I know times are tough for many of you, and we are continuing our Tenant Support Fund, which has been running for several years now. If your rent is paid for through Housing Benefit, this is rising in line with your rental increase.

I am really aware of the disruption that those of you living on estates with major works are facing. I wanted to say a huge thank you for your patience. These major works are vital for improving your homes and meeting the Decent Homes Standard by 2030. Progress is already well underway. Since launching our Capital Investment Programme, we have installed an incredible 10,000 new windows, over 5,000 new fire-safe front doors, and hundreds of new bathrooms and kitchens.

The weather is finally starting to turn — a welcome change after such a wet start to the year! I hope the coming months bring brighter days for you all.

Cllr Sof McVeigh

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



Cyber attack update

To find out more about progress on the recent cyber security attack, check out the FAQs at www.rbkc.gov.uk/cyber-security-incident-faq

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 on 0800 137 111.

Contact the Housing Matters team at housing.matters@rbkc.gov.uk



How we're investing in your homes

With more than 9,000 homes to manage, planning how and when we invest in them is crucial. We've just launched our new Asset Management Strategy to guide those decisions, and ensure we:

keep every home safe, compliant and well maintained

deliver warm, energy efficient properties

strengthen our engagement with residents

We worked with residents to identify five priorities that will guide all our investment around major works, and day-to-day repairs; they are:

keeping homes safe

ensuring they are warm, dry and well looked after

maintaining reliable mechanical and electrical services like lifts and door entry

improving energy efficiency and sustainability

creating greener, safer and more welcoming estates.

Safety remains at the heart of everything we do. This includes regular safety checks in your home, and we will always work with you to arrange access at a suitable time.

Since launching our capital investment programme, we've delivered improvements across the borough. So far we've installed more than 10,000 new windows, over 5,000 new fire safe front doors, and upgraded

kitchens and bathrooms in more than 500 homes. Over the next five years we'll invest £465 million in major works.

Resident involvement runs through the whole strategy. Your experiences and the lessons learned from Grenfell have shaped this plan, and you will have opportunities to take part in decision making and hold us to account.

To this end, we're issuing a standing invitation to all residents to get involved with any initiatives you learn of in the coming months, years and beyond – we want to hear from as wide a range of local voices as possible.

An action plan and a full set of updated housing policies covering everything from repairs to damp and mould will guide delivery to ensure our approach stays transparent, consistent and aligned with the Council's long term plans.

View the Housing Asset Management Strategy 2025-30 online at www.rbkc.gov.uk/housing-asset-management-strategy-2025/2030

Your new building safety manager



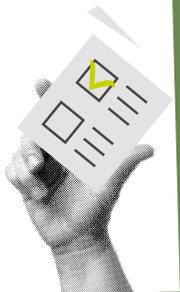
We're delighted to welcome Shiv Gandecha in his new role as building safety manager. Shiv takes over from Mickey Power who's now working as a fire surveyor in our temporary accommodation team.

Shiv said: "Having spent the past few years working closely with colleagues Tina and Mickey in the fire safety team, I am pleased to take on this new role, and I look forward to continuing our work to keep residents safe."

If you live in one of our tall buildings, you may be familiar with your dedicated building safety manager. You can see which safety manager is responsible for your building below.

Shiv Gandecha

- Adair Tower
- Ashburnham Tower
- Berenger Tower
- Blantyre Tower
- Chelsea Farm House
- Jean Darling House
- Chelsea Reach Tower
- Dartrey Tower
- Gilray House
- Greaves Tower
- Hazelwood Tower
- 1 Kelso Cochrane Lane
- Lacland House
- Lancaster Road
- Lonsdale House
- Lowerwood Court
- Milman's House
- Oxford Gardens
- Raymede Tower
- Riley House
- Treverton Tower
- Burgess Field
- Nursery Lane
- Tavistock Road
- Whistler Tower



Tina Mistry

- Broadwood Terrace
- Carton House
- Chesterton Square
- Dixon House
- Elm Park Gardens
- Elm Park House
- Frinstead House
- 4 Hortensia Road
- 59 Wornington Road
- 61 Wornington Road
- King Charles House
- Markland House
- Marley House
- Whitchurch House
- Blechynden House
- Hesketh Place
- Runcom Place
- Trellick Tower
- Whitstable House



If you have any questions, please email the team directly at buildingsafetymanager@rbkc.gov.uk

Introducing Amy Nothay

- programme manager for co-design and partnership

Welcome Amy Nothay who joins us as our manager for codesign and partnership. This new role has been introduced to ensure that major projects are delivered effectively, and that residents are actively engaged throughout the process.

“Major works is a new experience for me, and I am excited to be working with our specialist teams to deliver improvements across the borough.”

Contact details: amy.nothay@rbkc.gov.uk



Omar connects with Manchester Drive

Congratulations to Omar, a resident in North Kensington who's joined the Mulalley team as a labourer to work on the improvements to Manchester Drive.

Omar was referred to Mulalley through the Government-funded Connect to Work programme. The role will provide him with stable employment close to home, and an opportunity to develop experience in the construction industry.

The programme at Manchester Drive includes roof replacements, fire safety upgrades, new communal lighting and flooring, and redecoration of communal areas.



New kitchen for Henry Dickens community centre

When we work with contractors we ask them to give something back to the community alongside their construction work. Recently, United Infrastructure, who are installing new kitchens and bathrooms for us, transformed the Henry Dickens community centre. They've modernised the kitchen, installing a new double oven, and also carried out a major upgrade to the bathroom

The community centre is currently home to Latimer Community Art Therapy (LCAT), a local charity providing art and other activities for local children including meals and an after-school cook club.

Founder and CEO of LCAT Susan Rudnik said: “The new kitchen has had a lot of use. Apart from the 103 lunches over the October half term, we smashed it at Christmas by providing 74 kids lunches and 22 adult lunches. We are so happy with the kitchen, and the new oven is great!”



Resident contributions make for another successful Summit

Year on year a great many of you join us for the annual Residents' Summit. This year was no exception with residents from all parts of the borough in attendance helping to make the event another resounding success.

As well as enjoying the upbeat atmosphere and the sense of fun brought about by a shared lunch and the impressive harmonising of the Singology choir, the aim of the event was to discuss serious issues that affect you and your homes.

You told us where you saw money being well spent. This included spending on major works to buildings, repairs, and the maintenance of communal areas. Many attendees also mentioned safety, security measures and resident engagement.

When we asked you to name an area of housing management that you would like to see improved, the biggest response was around communication. Numerous examples were given as to how we could do better, such as introducing new staff, or making clear what follow-up action will happen after a repair. Other suggested areas for improvement included repairs, the allocation of properties and support around finances.

We went on to ask what you as residents could do to help improve your community. Popular responses included joining Resident Associations, attending meetings, and speaking up with your views and opinions. It was suggested that we could help you with this by holding more meetings on estates and being clearer about who is who in Housing and what role they have in providing services.

Several suggestions were made as to how we could make the summit even better next year. You suggested having more resident voices on the stage, and that the event be an opportunity for residents to make, or influence decisions.

We will soon be forming a steering group to start planning the 2026 summit and would be really pleased to hear from you if you are interested in taking part. Please get in touch with us at housingconsult@rbkc.gov.uk

Save the date for the Senior Residents' Lunch

The date has been set for one of the most popular events for our senior residents – the Senior Residents' Lunch. Ink Friday 5 June in your calendar and we will be in touch with more details, and how and when to register nearer the time.

For more information email the team at housingconsult@rbkc.gov.uk



Welcome to Jasmine and Toby!



We're thrilled to welcome two new colleagues to the resident involvement team — Jasmine Whitehouse and Toby Collins.

Jasmine and Toby have jumped straight in, working alongside Chrissy and Norissa in the busy team led by Iago Griffith.

The aspiring pair have joined us from the Charityworks Graduate Trainee programme. This initiative aims to support the development and leadership capabilities of young people looking to start a career in the public and not-for-profit sector.

Jasmine and Toby have already been busy helping to organise events, supporting resident meetings, and spreading the word about all the brilliant ways you can get involved.

Contact the resident involvement team at housingconsult@rbkc.gov.uk

Farewell Robin

After many years of devoted service Robin Lawrence has retired from his role in the resident engagement team. Robin has been a mainstay of the team and his diligence in overseeing the many goings-on in our community centres has been invaluable.

He will also be remembered for his ability to 'make events happen', delivering not just the Residents' Summit and Seniors' Lunch, but providing support to ensure that all the happenings our residents associations put on ran smoothly. He will be much missed and we wish him a happy retirement.



Your new hub for getting involved with the Council

A new hub has launched on our website that will make it easier than ever for residents to get involved with the Council.



The Your Community Your Voice hub brings together everything from consultations, panels, election guidance to coproduction opportunities, plus detail on how the Council works and is led.

If you want to get more involved with the Council and have your say on the things that matter to you, there's no better place to start than our new Your Community Your Voice hub.

Search "Your Community Your Hub RBKC"

www.rbkc.gov.uk/ycyv

Wellbeing outings



Did you know that the resident involvement team organise a series of free outings to support your health and wellbeing? As well as the physical benefits, these trips give residents the chance to enjoy some of the borough's best venues in good company.

Each outing ends with complimentary tea, cake, and time to chat about the experience. With museums, art galleries, music venues, and the recent addition of wellbeing exercise classes there's lots to choose from.

Royal Hospital - Home of the Chelsea Pensioners

Join us on this special guided tour and discover the history, beauty, and stories of the Royal Hospital.

Friday 27 March - 11am to 1pm

Pond House wellbeing exercises

Join your fellow attendees in a series of exercises designed to improve flexibility, maintain mobility, and reduce the risk of falls.

Monday 13 April - 11am to 12pm

Pond House Pilates

Build strength, balance, and flexibility through controlled movements, designed to help maintain mobility, posture, and confidence.

Tuesday 14 April - 7pm to 8pm

Resident training sessions

Take part in a series of training sessions designed to empower residents to get involved in making life better for everyone who lives in the borough.

Training sessions take place in committee room 2, Town Hall, Hornton Street, W8 7NX.

Intro to Housing Management

Find out who's who, who does what, where your rent and service charges go. Learn about recent legislation that affects housing.

Monday 20 April - 6pm to 8pm

Safeguarding

This is an overview of the Council's responsibilities and collaborations to protect children and adults at risk of abuse and neglect.

Tuesday 19 May - 6pm to 8pm

How to get involved (Resident Engagement)

This session will help you build the skills and confidence to speak up for your community and make a real difference.

Monday 22 June - 6pm to 8pm

Email Housingconsult@rbkc.gov.uk to register



Sprucing up your estate this spring

Sprucing up your estates this spring

With the brighter weather starting to set in, our teams have been out planting new greenery across our estates. In some areas, older, overgrown bushes have been replaced with healthier plants to reduce pests, stop litter from building up, and create a neater, safer environment.

Improve your area with the EIB

Spring often inspires us to refresh our homes and neighbourhoods, so if you have an idea that would improve your area, we can help bring it to life with the Estates Improvement Budget.

Maybe you'd like a place on the estate grounds to sit and chat with neighbours, better security such as new gates or CCTV, or a bike hangar so you don't have to store bikes indoors.

Every Council-managed home receives **£67 each April**, which is pooled into an annual budget for each estate. This money is there for residents' ideas.

If you have a suggestion for your neighbourhood, email **HM-environmentalservices@rbkc.gov.uk** or scan the QR code, and we'll get in touch.





What is the Decent Homes Standard?

The Decent Homes Standard is a government benchmark with a range of measures that all social housing is expected to meet.

Last year we were inspected by the Regulator of Social Housing. The Regulator identified two areas for us to work on; one of them is increasing the number of residents' homes that meet the Decent Homes Standard. In September 2025, around 72 per cent of our social housing met the standard and we continue to improve this level.

There are four key criteria that a home must meet to comply with the Decent Homes Standard – these are set out below. After Grenfell, we agreed with residents that the first priority for our major work programme would be building safety. This continues to be our number one priority and always will be.



In February 2026, the Council approved our housing business plan which will see £465 million invested in major works over the next five years. This investment will help us reach our target of 100 per cent compliance with the Decent Homes Standard by 2030.

What are the key criteria for a decent home?

Well-maintained: Key building components (such as roof, walls, windows, doors, boilers) must be in good, working order.

Modern facilities: The home must have a reasonably modern kitchen (less than 20 years old) and bathroom (less than 30 years old), along with adequate, well-located amenities.

Warm: Homes must have efficient heating and effective insulation.

Safe: The property should be free of hazards such as structural issues, fire risks, or severe damp and mould.

With the investment of £465 million over the next five years, we'll be ramping up our major works programme to bring all our homes up to standard by 2030. This includes £26 million for new kitchens and bathrooms across the borough, and £8 million on improving our lifts.

More information

We'll report on how we're progressing on our website, and through our regular magazines and newsletters.

Check out page 3 for more on our strategy for investing in our residents' homes (housing asset management strategy) which defines how we will deliver the work needed. Read about the stock condition surveys that provide the underlying information for our plans on page 15.

Find out more about our business plan on our website at www.rbkc.gov.uk/housing/housing-news/your-rent-well-spent



What is a stock condition survey?

You may have recently had a letter, call or email from one of our team trying to arrange a stock condition survey at your home.

A stock condition survey is the main way we collect information about the state of the homes we manage. They're important so we can plan major works and improvements – the more we know, the better we can spend your rent money.

When we had our housing inspection last year, the inspectors said we didn't have enough stock condition information. We've committed to surveying every home by the end of this year.



How can I book my appointment?

You can book directly with Rapleys (the company doing surveys on our behalf) on **01480 371 460**. Alternatively, you can call our customer service centre on **0800 137 111** and ask to speak to a member of the asset management team, or you can email: **StockConditionSurveys@rbkc.gov.uk**



What happens on my survey visit?

A surveyor will come to your home and do a quick visual inspection. They'll be looking for things like the age and condition of windows, walls, kitchens and bathrooms. All in all, it shouldn't take more than half an hour.

For more info scan the QR code.





When you visit our offices, please be kind.

There may be times when we can't sort something out immediately and we know this can be frustrating, but we will do our best to help you as soon as we can. **Thank you.**



Get off to a good start with a paid apprenticeship



Are you a young person looking to start your career? Are you new to the world of work or wanting to gain skills while earning? Then think about a Council apprenticeship.

With an apprenticeship you'll work for an employer, learn new skills on the job and complete training towards a recognised qualification.

You'll earn £28,686 per year for a 30-hour week, be paid monthly, enjoy clear working hours, holiday entitlement, and workplace rights.

Plus, you'll be treated as a valued member of the team, work on real projects, and learn practical skills that employers value.

Apprenticeships are fully funded and you'll have time during work hours for training. At the end you'll complete an assessment to gain your qualification. There's also support with goal setting, writing your CV, preparing for interviews, and looking for jobs.

If you're interested in applying or want to find out more, contact us at housingandemployment@rbkc.gov.uk

Let's talk money

If you are struggling with your finances or just want some advice on how to make your money go a little further, pop in for a chat with one of our friendly financial inclusion team at a Money Café. Our advisors currently attend monthly events at locations across the borough.

Dates and venues were being finalised at time of going to press so please check your electronic noticeboard if you have one, email the team at financialinclusion@rbkc.gov.uk or call **0800 137 111** for details of any new venues and dates.





Tenancy home visits – have you had yours?

As well as offering a great opportunity to keep in touch, our visiting officers can help you stay safe and offer support.

Our visits help us to:

- ✓ check that your home is safe and in good condition
- ✓ make sure that we have the most up to date details about our tenants; and
- ✓ guide you to other services if you need support, whether that is a repair, help with a physical or mental health issue, or financial advice if you are struggling.

If we are in your area and you are not at home when we visit, we'll drop a card through your letterbox and you can contact us to make an appointment for a time that suits you.

Please help us keep visits running smoothly by keeping your appointment or giving early notice if you need to reschedule. And remember that a tenancy home visit is required as a condition of your tenancy agreement.

It's easy to book a home visit: call **0800 137 111** to speak to your visiting officer or email **Hm-neighbourhoodresidentservices@rbkc.gov.uk**

If you book an appointment with us, we'll enter you into a draw to win a £100 Love2Shop voucher.



Click here:

free-to-use PCs coming to our neighbourhood offices soon

We're installing free-to-use PCs and tablets at Malton Road and Blantyre Neighbourhood Offices. If you don't have a device or internet at home, you'll be able to drop in to:

- complete housing applications
- upload documents and access council forms
- search HomeSwapper and much more.

Restricted browsing, automatic timeouts, automatic clearing of all information after use will keep everything safe. Our friendly reception staff will be on hand to help get you get started if you need them.

Look out for updates on our poster sites, newsletters, and digital channels or email **HM-NeighbourhoodResidentServices@rbkc.gov.uk**



You can't park there, sir!

Motorcyclists, please remember to park only in designated bays and display a valid permit. Leaving a motorcycle across an entrance or in communal areas may restrict access for emergency vehicles and affect the safety of residents and visitors.

Parking enforcement is in place across our estates, so vehicles parked outside authorised areas may receive a penalty notice or be removed.

Thanks for helping us keep our neighbourhoods safe and accessible.

If you have any questions, please email us **HM-Parking@rbkc.gov.uk** or call **0800 137 111** and ask for the parking team.

Clean up after your dog – no excuses

If you own a dog, it's your responsibility to clean up after it. It only takes a few seconds to pick up your dog's poo with a bag and throw it away in the nearest bin.

Under the Clean Neighbourhoods and Environment Act 2005, it is an offence for a dog owner to fail to clean up after their dog. If you are caught, you could face a fine up to £1,000.

Find out more at **www.rbkc.gov.uk/streets-and-transport/street-cleaning/cleaner-streets#dog-fouling**

Housing investigations team – turning recoveries into homes for residents

The housing investigations team has made a significant impact in the financial year 2025/2026 recovering homes that were not being used for their intended purpose.

So far, within the financial year 2025/2026 the team has recovered 16 Council properties as a result of issues such as illegal subletting, property abandonment, and cases involving false succession applications. Collectively, these recoveries represent an impressive 31 bedrooms brought back into use. Each recovered property has now been returned to Council stock, helping ensure that much needed housing is allocated to residents with a genuine need.

By enabling households to move out of temporary accommodation and into recovered homes, the Council avoids substantial ongoing temporary accommodation costs and is better able provide secure housing for residents.

When considering the size of the properties recovered and the ongoing cost of temporary accommodation, this intervention is estimated to have delivered a financial benefit of £526,360 to the Council.

Beyond the immediate recoveries, the team's work also continues to prevent future housing fraud.

Could it be tenancy fraud?

Our dedicated housing investigation team conduct exhaustive investigations to identify and act against the fraudsters. This ongoing work not only safeguards public resources but also supports the Council's wider ambition to deliver stable, secure homes for our communities.

How you can help

If something doesn't seem right in your neighbourhood, it could be worth reporting.

Some signs of tenancy fraud include:

- unfamiliar faces regularly entering or leaving the property
- unusual comings and goings at odd hours
- a property that appears over-occupied; or
- key safes appearing outside the property unexpectedly.

These signs don't guarantee fraud, but they are worth checking. With your help we can reclaim homes and restore them to the community. We'll keep your details anonymous.

Call the fraud hotline on 020 7605 6401 (8am to 5pm – Monday to Friday)

Report online at:
www.rbkc.gov.uk/suspected-fraud



Healthy hearts, healthy minds



Feeling lonely or worried about your health? You're not alone, thousands of residents experience loneliness or face risks to their heart health. These challenges often go hand in hand, affecting both mental and physical wellbeing.

We are tackling both loneliness and heart health in Kensington and Chelsea by:

Raising awareness:

Offering free 90-minute sessions on loneliness, run by Mind, for anyone living or working in the borough.

Improving identification:

Frontline staff are trained to ask about loneliness sensitively, supported by social media and printed guides listing local services.

Residents aged 40 to 74 can book a free NHS Health Check which is a quick and easy way to understand your risk of conditions like heart disease and diabetes.

What can you do?

Feeling lonely?

Visit our Wellbeing Hub www.rbkc.gov.uk/health-and-social-care/wellbeing-hub for mental health support.

Get moving:

Join one of our Wellbeing Walks — a great way to boost your mood and your heart health and look at other events in the borough www.rbkc.gov.uk/events/wellbeing-walk-2

Sign up for Loneliness Awareness & Support Training via the QR code.



NHS Health Check book your free check www.nhs.uk/tests-and-treatments/nhs-health-check



A new community room for CHUMS

In January, local community group and registered charity CHUMS celebrated the official opening of their new community room on the Henry Dickens Estate.

The new facility offers a welcoming space for meetings, activities and events, and will play an important role in supporting community life on the estate. 'Thank you to Jill Brown and the rest of the CHUMS team for their dedication to opening this centre and the work they do for vulnerable residents.'



Heat networks

Heat networks (you may know these as 'district' or 'communal' heating) are where a group of homes are heated from a single heat source or boiler. We operate 32 (and counting) heat networks across the borough, supplying heat and hot water to around 3,000 homes.

The Government has brought in new rules about how heat networks should operate with the aim of ensuring better protection for people served by heat networks. In January 2026 Ofgem, the energy regulator, became responsible for overseeing the new rules which focus on:

- good customer service
- improving reliability of heat supply
- transparent, easy to understand bills
- fair pricing

The Council will also maintain a Priority Services Register for any homes connected to its heat networks. This is a register of residents who may be in vulnerable circumstances so we can make sure they receive extra support before, during or after any interruption to the service. The register will be confidential and free to join.

The new rules include standards about the equipment and systems we use to generate and deliver heat. These are aimed at making heat networks more reliable, efficient, and sustainable.

To meet the regulations we need to install heat meters so residents can be billed for the heat they use individually. This will take some time and our teams will contact you when we're ready to do this work in your area.

To comply with the new rules we'll need to make changes to the way we work, and the way we charge for heating. If your home is served by a Council heat network, we will send you more information about these changes over the coming months.

For the most up to date information about heat networks and the new rules including contact details, complaints, and the priority services register please scan the QR code.



If you're interested in helping shape our plans to deliver better heat services to homes, please email housingconsult@rbkc.gov.uk





New Public Participation Commitments agreed after resident co-design

A new set of public participation commitments which set out how residents can influence services and shape decisions, has been formally agreed by the Council.

The commitments were co-designed with residents over several months last year and agreed by full council in December 2025. They replace the Charter for Public Participation. More than 500 local people took part in a 12-week consultation earlier in 2025. We asked them how we could improve the way we involve local communities in decisions that affect them. The feedback shaped the new commitments directly.

Following the consultation, three co-design sessions were set up. Residents volunteered from across the borough representing different ages, backgrounds, and experiences. They worked with Council officers to refresh the commitments, including the new name Public Participation Commitments – our community, our people, our voices.

In the Commitments, local people told us they wanted:

- clearer, more accessible language
- early engagement before decisions are made
- to understand why a particular participation approach is being used for a specific issue and be entitled to question whether that is the right approach
- stronger accountability and feedback
- better openness and transparency
- more inclusive engagement that reaches under-represented groups
- hearing about what has changed as a result of their input.

Everyone taking part in the co-design sessions was paid the London Living Wage.

The new commitments explain how and when residents can expect to be consulted, engaged, involved in co-design and Council decisions. They follow our pledge to become a more transparent and listening Council following the Grenfell Inquiry.

A new framework will now be developed with residents to measure how these commitments are delivered. A resident oversight group will help track progress and hold us to account.

Read the Commitments and how they were developed www.rbkc.gov.uk/ppc



Home ownership hub

What you need to know about alterations

Many council homes are sold on a leasehold basis, meaning the leaseholder owns the property for a fixed period but the Council retains ownership of the building and land. If you want to make alterations to your home, it is important to understand your legal responsibilities under the lease.

The leases require leaseholders to obtain written permission (often called a licence to alter) before carrying out any structural changes. This will normally include alterations such as removing walls, installing new windows or internal doors, changing plumbing or electrical layouts, or carrying out extensions. Even some non-structural works may require consent, particularly if they affect shared areas or the external appearance of the building.

The purpose of this permission process is to ensure that alterations are safe, compliant with building regulations, and do not negatively affect the structure of the building or neighbouring properties. The Council will require drawings, specifications, and evidence of qualified contractors before granting approval. A fee will also apply to cover administrative or professional costs.

Leaseholders will need to provide Building Control approval for any works which require compliance with Building Regulations.

For high-rise buildings (18 metres or seven storeys and above in height) you will need

to submit a Building Control application for approval to the Building Safety Regulator (BSR). And for non-high-rise buildings (below 18 metres or seven storeys in height) you will need to submit a Building Control application for approval to RBKC building control.

Carrying out alterations without consent can lead to serious consequences. The Council may require you to reinstate the property to its original condition, take legal action, or recover costs. Unauthorised works can also cause problems when selling the property, as buyers' solicitors will usually ask for proof of consent.

Leaseholders are therefore strongly advised to check their lease carefully and to contact the Council before starting any work. Seeking permission early can help avoid delays, unexpected costs, and potential disputes in the future.

For more information, please email hm-homeownership@rbkc.gov.uk or call **020 7605 6464**.

Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



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



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Malton Road Office

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

Blantyre Office

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

Pembroke Office

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

Lancaster West Estate Office

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

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

Arabic

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

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشند. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

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