

Housing Matters

News from your Council



REPAIRING REPAIRS



Catching up with Doug Goldring
Consultation advisers appointed
Door replacement programme



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Welcome

Welcome by Kim

It's been over three months since the first edition of *Housing Matters* came out and, as you can see from the size of this new edition, a lot has been happening.

Since 1 March, when the Council took over the management of your home, there has been unrelenting effort to start improving these services. For instance, a satisfactory start has been made at Repairs Direct, where the backlog of repairs has gone down by over 5,500 and customer satisfaction has increased (pages 10-11) – but we can still do better. To see how we're performing across the board in detail, see the informative table on p16.

There are still many challenges ahead. Your safety remains our absolute priority and we continue to work hard to make sure every home is fire safe; later this year we are due to start enhancing fire safety by replacing thousands of front doors (p9).

We need to carry out planned investment works properly and you have told us that you agree; we're therefore reviewing how we go about this and work in this area has stopped for the time being (p14). In addition, the Council has stopped all regeneration and will not undertake any regeneration scheme without the approval of residents.

Finally, good progress has been made with consulting you about your future housing management service. We have appointed a company called Traverse to manage the consultation and they have hit the ground running (p8). I'm encouraged that one of the options to be considered is the service staying with the Council on a permanent basis, but the decision is yours and not mine.

Best wishes

A handwritten signature in black ink, appearing to read 'Kim'.

Cllr Kim Taylor-Smith
Deputy Leader



Main picture: the release of white doves.
Inset: Grenfell Memorial Mosaic.



Remembering Grenfell one year on

Last month the community in North Kensington came together and organised a number of events and activities to commemorate one year since the Grenfell Tower tragedy.

A series of events were held on 14 June which remembered those who lost their lives and who were affected by the Grenfell tragedy. They also highlighted the community's strength and courage at a most difficult time.

The first phase of the Grenfell Memorial Mosaic was unveiled at the base of Grenfell Tower at an event attended by the

bereaved, survivors, local residents and well-wishers. The Mosaic Programme is being delivered by the ACAVA Flourish Programme in partnership with Al Manaar Muslim Cultural Heritage Centre and will be completed over the next 12 months.

St Helen's Church in North Kensington hosted an anniversary memorial service, featuring a range of moving hymns, prayers and readings. The releasing of white doves and green balloons was followed by a procession from St Helen's Church to the base of Grenfell Tower.

The monthly Silent Walk began at Maxilla Social Club and ended at Kensington Memorial Park (St Mark's Park).

A 72-second silence was also observed at various events to mark the anniversary as well as across the nation.

News in brief

New local housing meetings show the way forward

Following discussions with the Tenants' Consultative Committee, we have developed a series of local housing meetings across the borough.

The meetings, which will take place every three months, are a temporary arrangement while the resident consultation takes place (see p8). They will update residents' associations and compacts on our plans for delivering and improving services; they also provide an opportunity for residents to

review and scrutinise Housing Management's service performance and improvement plans as well as provide feedback from other resident groups. Team members from Repairs Direct, Neighbourhood Management, Environmental Services and Assets, Projects & Compliance answer performance-related questions at the meetings.

Meetings are organised for residents' associations and compacts across eight geographical areas: Brompton, Chelsea, Kensal, Lancaster West, North Kensington, Notting Dale, Portobello and World's End. In future we hope that residents will chair each one.

Consumer Panel

Join our residents' consumer panel and make a difference!

The Council's Housing Management Consumer Panel is a way that residents (both tenants and leaseholders) can provide useful and important feedback on the quality and performance of services.

We're looking for new panel members to complete postal, phone and email surveys, attend focus groups and take part in mystery shopping exercises where you will pretend to be an everyday customer and check on the quality of our services.

You will find that being a panel member is interesting, challenging and rewarding. However, once you have joined, if you feel that being a member of the panel is not for you, that's okay. You may withdraw at any time.

By joining the panel you will also be developing new skills that could enhance your CV if you're looking for new employment.

If you would like to join the panel, and have good interpersonal skills, please contact the Community Investment Team on **0800 137 111** or **020 8964 6061**.

Estate parking permits

In Issue 1 of *Housing Matters* we reported that the issue of permits for 2018-19 was delayed, as the handback of management services from the TMO to the Council required us to change the traffic management orders which enable parking controls on the estate.

These changes were completed on schedule and new permits were issued on 1 June, as planned.



Be gas safe

If you install a gas appliance in your home (a gas cooker or fire for example), it must be fitted by a Gas Safe registered engineer. You could invalidate any insurance that you have if you use an unqualified person to install or service it.

For everything you need to know about this, see www.gassaferegister.co.uk



Cremorne Estate

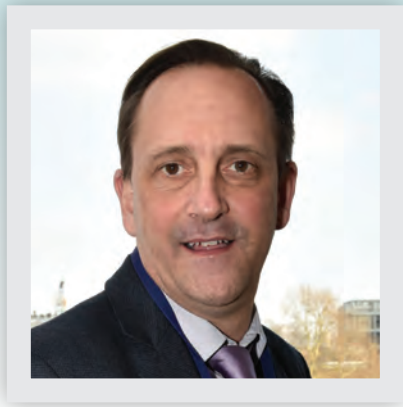
The car park on the Cremorne Estate in Chelsea has been resurfaced, with new parking bay marking for residents and visitors. This was another project managed by Environmental Services.

Chepstow Crescent

The front and back of two 1950s blocks in Notting Hill have got attractive new landscaping and paving thanks to a £30,000 improvement programme. The project was managed by Dominic Davies and his Environmental Services team. Stephen Guest, who lives in one of the blocks, says: "This is vastly better and, as I see both Council properties got the treatment, this is an improvement not just for us but for the street."

There will be further improvements to communal areas on estates and blocks around the borough thanks to a revised £750,000 Estate Improvement Budget.





Catching up with Doug Goldring

Four months after the handback by the TMO, Doug gives us his reflections on work so far.

“Our first priority was to keep things running”, says Doug. “Ensuring staff were transferred to the Council and we had people in place to answer the phones, carry out repairs and deal with complaints was crucial. There was a backlog of unresolved issues and our first priority had to be sorting these out. Only by gaining an understanding of the problems with the service and why we were in this position could we start to try and make things better.”

This included talking to colleagues and residents and looking at procedures – how things had been done and why. Two of the most important areas for residents Doug looked at, repairs and how we deliver

building improvement works, are covered in more detail on pages 10 – 11 and 14. To support improvements, we have started a stock condition survey, to make sure we have good and up-to-date information on the condition of our homes; IT systems have been reviewed and a new senior staff structure is being prepared to deliver the works needed.

Doug emphasises the importance of a culture change and his wish to create an efficient, professional and customer-led service. Over the last year there has been a high turnover of staff and recruitment has been a major issue. The service has been relying on lots of temporary staff but the Council is recruiting to permanent posts and hoping to create some stability. “It should be easier for residents to contact us and for us to have information at hand to help answer their queries,” says Doug.

Direct contact with residents is something he feels passionately about. He restarted the Tenants' Consultative Committee (TCC) to begin talking to residents about improvements in repairs and major works. The TCC agreed to move from area review boards to local housing meetings to discuss improvements, performance monitoring and areas where change is needed. A number of local housing meetings have already taken place.

"Residents told me they didn't feel they had been listened to and in the past decisions were made without consultation", says Doug. "That's something that has to change. I'm looking forward to working with residents in designing a new service which meets their expectations. We have set up a number of distinct groups involving residents who are already part of a recognised residents' association or compact; these groups cover a number of areas, such as procurement, workforce development, repairs, environmental services and anti-social behaviour.

"It's great that we have now appointed an independent organisation (Traverse) to manage consultation with residents on the future of housing management. A big thank you to the TCC for leading this piece

of work; they have volunteered a huge amount of their time and feel passionately about helping us to improve our service. I hope that by the end of the year we'll be starting to get a flavour of what residents want to see, but whether it's the Council or another organisation providing our housing management services, I want them to inherit something that works. I recognise that progress is slow and it's frustrating for residents. It can be frustrating for me too, but I'm optimistic that we are making improvements and residents will begin to see changes. For example, we will cherish complaints more as, with any organisation, there's always a lot you can learn from them.

"We always want to hear feedback. I'd encourage more residents to join our consumer panel and please let us know if something isn't working or has gone wrong. It helps if you can be specific – tell us what, where and when. And if you do notice improvements or something goes well please let us know, as that helps us to see what is working so we can build on it.

"I have already met many tenants and home owners at meetings and events, I hope to meet many more over the coming months. Together we can build a housing service that meets residents' ambitions and provides much needed improvement."

Doug Goldring joined the Council full-time in November 2017 as Director of Housing Management. He oversaw the transition of housing management services from the Tenant Management Organisation back into the Council. Since 1 March he has been responsible for the delivery of housing services and has been working on improvements. Doug has a long career in housing management in the capital, most recently at Hounslow and Islington. He's a season ticket holder at Brighton & Hove Albion and has a fondness for punk rock.

Residents' consultation: independent advisers appointed



Anna McKeon and Rob Francis, who will be leading the Traverse team.

Traverse is an employee-owned research and engagement company which supports councils, charities and other organisations to involve people in decision-making about the services they use and the places they live. Until recently known as OPM, Traverse has 30 years of experience in working in communities across London and around the UK.

As part of its work, Traverse will be sharing information about different options for managing housing services and finding out what residents think. Led by Rob Francis and Anna McKeon, the Traverse team will be working with Council officers and a resident steering group in the months ahead to design a programme of public engagement.

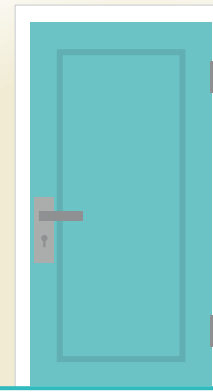
“We like to work on projects where residents are involved from the start, helping to design and shape the process. That’s exactly what this engagement programme aims to do, so we were really pleased to be asked to lead it,”

says Rob. “The questions we’ll be taking out to residents – about how housing is managed in the future, and about the ways that people can participate in decision-making about their areas – are hugely important, and we want this work to involve residents across the borough.”

Traverse’s appointment was overseen by the Tenants’ Consultative Committee, which elected a panel to work with Council officers. The panel helped to write the brief, assess the applications and interview a shortlist. Traverse’s application was particularly strong in offering a variety of ways to work with residents, including using local groups. While there will be an opportunity to get information and give comments online, the application showed an awareness of the risk of “digital by default” and not relying too much on online channels.

Look out for information about how you can get involved in this important consultation.

Front door replacement programme



In keeping with our commitment to improve the safety of residents living in blocks of flats, later this year we are due to start replacing the front doors and frames of approximately 4,000 tenants' flats with new fire resistant door sets (a door set is made up of both the door and the frame) once we have entered into a contract with a door supplier. We will be buying door sets which have been tested and manufactured to meet current strict fire resistance standards and which will also meet Secure by Design security standards – this means they can withstand a break in.

The door sets we will be replacing are those that do not meet the standard set in the latest building regulations. This doesn't mean that the existing doors are unsafe, but we are committed to enhancing fire safety by upgrading these doors. Briefing sessions will be arranged at which we'll explain how the door set works and ask residents to choose a style and colour. The chosen manufacturer will then be in touch with each householder to make an appointment. On the day the door set has been fitted, the householder will be given a copy of a FD30S certificate that is unique to the door and address where it is installed. This certificate will state that the materials and workmanship used to make and install the door set have all passed the independent tests required by British Standards and building regulations.

Leaseholders will be invited to these briefings; this is because, in order to make certain buildings as safe as possible, some leaseholders' flat entrance doors should also be upgraded; we hope the chosen manufacturer will replace each of those door sets for the same cost as they will be charging the Council for a tenant's new door set.

Of the approximate 4,000 doors we will be replacing, 900 will be Manse Masterdors. You

may have seen reports that local authorities and housing associations have been advised that Manse Masterdor flat entrance doors have failed their fire safety tests. This is a national issue, as Manse Masterdor fire doors are used in social housing across the UK. All of the new doors meet the 30 minute requirement but, given the issue with Manse Masterdor units, we will be sending the new doors for independent testing so that we can be 100 per cent sure that the doors will resist fire for at least 30 minutes.

Finally, on a wider note, new fire risk assessments (FRAs) are underway across the borough, starting with our highest risk buildings, and the first ones have already been carried out. Whenever it's recommended that the door set is replaced, we will do this in the replacement programme (or as a one-off replacement where this is not possible). In line with our commitment to you, all new FRAs are on our website. If you are concerned for your safety before the new doors are fitted, or by any aspect of fire safety, please let us know. Safety is our single priority and we are taking nothing for granted.

In the past some residents have fitted security gates over their front doors: we strongly advise against this, as it could reduce your door set's fire resistance and could also make it harder for you to escape your flat in the event of a fire; for example, the gate would need unlocking first.

Also, the door closers, locks and hinges are all there to make the door fire safe, so it's also really important that these are not altered.



Repairing repairs

by Chris Furlong, Interim Managing Director of Repairs Direct

Last November we carried out a full review of the service which Repairs Direct provides to residents. It looked at everything in great detail and concluded that there was a whole range of weaknesses; the key areas of concern were:

- a significant number of outstanding jobs dating back to 2016
- a lack of customer focus
- a lack of any focus on outcomes and targets
- low productivity caused by inefficient processes
- customer satisfaction needed improving
- disproportionately high complaint levels
- unclear, undefined and undocumented IT systems and processes.

Improvement plan

So, in January an improvement plan was approved which focussed on 40 projects aimed at delivering an excellent service. The management team and I have been working hard on these projects ever since.

Progress so far

We've made modest progress since January, but we know that there's still a long way to go. However, here are some examples of what we've achieved so far:

Clearing the backlog

In mid-January there were 6,680 repairs on our system. Of these, 5,478 were overdue; this backlog had been one of our key concerns.

However, since we became part of the Council on 1 March the number of overdue repairs has gone down to below 1,000 – a reduction of over 5,500 as at 7 June 2018.

We know things are moving slowly, as there's still a lot to do; but the team remains focussed and on course to clear the vast majority of the remaining repairs very soon.

Area based working

A key concern for the service was that Repairs Direct's entire business was being organised, managed and delivered borough-wide with very little management accountability and the workforce was spending a lot of time travelling around the borough; this contributed to the low levels of productivity.

In April the teams were therefore split across three distinct areas: North, Central and South, with each area having a dedicated surveyor, supervisor, planner and team of operatives. As a result, there is now proper management accountability, responsibility and ownership, with more repairs being done every day.

Increased productivity

The review found that each operative was doing only 2.8 jobs per day; they're now doing 3.8 jobs a day. While this is relatively small, it does mean that the entire in-house workforce is now completing 160 jobs a week more than in January. This will increase when each van carries a greater variety of stock and materials.

Also, the Customer Service Centre will use enhanced diagnostic software for each call, ensuring the job which the operatives set out to do is the actual job which needs doing and the journey isn't wasted. Greater productivity will lead to lower costs for the business in the longer term.

Customer satisfaction

One of our key priorities is to improve your customer experience. Again, we're making some progress. Back in January customer satisfaction percentage rates were in the low 60s; but by the end of May it had reached 72 per cent – this is very encouraging but it's still low and again demonstrates that there is still more to do. Also, the sample size of our customer surveys is not statistically robust; and so we need to survey larger samples and also arrange for this to be carried out independently.

Customer focus

We recognise the need to put you at the heart of the service. We're investing a great deal of time and effort in customer service training, so that everyone at Repairs Direct understands the importance of this and what it involves; the increase in customer satisfaction shows the progress that we're making here. Also, we've set up a group via the Tenants' Consultative Committee to look at changes to the existing repairs policy.

The future

There is still a long way to go until we have a service that we can be proud of – one that meets your expectations. We are committed to this, ensuring that we listen to you, our residents. So we're now working with resident representatives to ask what the future repairs service should look like and I'll report back on this in my next column.

“We've made modest progress...but there's still a long way to go.”



Complaints: getting it right

We welcome all forms of feedback, including your complaints, as this helps us to understand where we need to improve. Indeed, we do aim to cherish your complaints, as how we handle them is critical to demonstrating our commitment to listening to you and delivering the best services possible.

We acknowledge that this has not always been the case and we are currently working hard to address the backlog of historic complaints so we can start to offer you a first class service.

Our staff will always try to resolve your issues quickly at the first point of contact and only refer you onto the Complaints Team if necessary. We understand that you rarely want to complain: you just want answers to your questions or your problem solved.

Wherever possible we will contact you by telephone when things have gone wrong to agree how we can put them right and keep you updated with progress. We hope this approach proves our commitment to improving our services to match your expectations.

We have also developed a Complaints Service Improvement Plan to ensure that we offer you a good complaints service and that we are continuously learning from the complaints to improve our services so you don't have a need to complain to us.

This project will include:

- A review of the role of the Complaints Team.
- How we capture minor service failures and resolve them at the first point of contact to prevent them escalating to complaints.
- A review of policies and procedures, including the Complaints, Compensation and Dealing with Unreasonable Complainants policies.
- A review of how we use our IT systems to manage complaints, MP and Councillor enquiries and our communication with the Housing Ombudsman.
- How we report our complaints handling performance to you and our staff, and use the results to compare the service we are delivering with other housing providers.
- Develop opportunities for residents to work with us to improve and shape the complaints service to meet your expectations.
- How we learn from complaints and take appropriate steps to prevent the same issues from occurring again.

This project has already begun and will continue to develop over the coming months, and we will provide you with regular updates on the progress being made.

If you need to get in touch with Complaints directly, please email HM-Complaints@rbkc.gov.uk

Looking after your data



Many of you will know from emails on the matter that new data protection rules came into full force on 25 May. Called General Data Protection Regulations (GDPR), they strengthen your previous rights under the Data Protection Act 1998 and have been made law to help make sure that your personal information is carefully handled and used appropriately.

You now have far greater control over how your data is used and, as your landlord, we have strict rules we must follow when collecting, using and storing it.

It's important that we have access to your personal data in the first place, as this helps us to deal with your queries and provide you with services. Although access to your data is restricted to us, there are occasions when we need to share it with others. Some examples of when this is necessary are:

- where we have a lawful basis to do so, for example to perform a contract
- where it is in our legitimate interests to do so, for example to carry out customer research to help us improve the services we provide
- when we are legally obliged to, for example debt collection or in connection with legal proceedings
- in the detection and prevention of fraud
- in the event of an emergency when the emergency services and other local authorities may need it to assist.

With GDPR you now have the right to:

- be informed of what data we hold about you
- withdraw your consent for your data being used
- ask for your data to be amended if it is incorrect
- ask for your data to be deleted (known as the 'right to be forgotten').

We are also working on producing a Housing Privacy Notice. This will help you understand exactly how your information is used to help us fulfil our duties as a landlord. It covers:

- how we collect information
- who the information is shared with
- how long we keep your information
- your rights and access to your information
- what to do if you have any concerns.

The privacy notice will be subject to a routine review.

For more information www.rbkc.gov.uk/footer-links/data-protection

If you have any questions or concerns about how we look after your data, please contact:

Fatima Zohra
Data Protection Officer
dpo@rbkc.gov.uk

Improving your homes

Home condition surveys

We have written to everyone living in apartment blocks to tell them that surveys are going to be carried out on the general condition of every block and its communal areas. As part of this programme we're also examining the interior of a sample of tenanted homes (around 20 per cent), covering as many different types of property as possible. Leasehold properties will not be included.

We've appointed the specialist company Ridge and Partners to carry out this work

on our behalf. They started in June and will continue throughout July and August. All surveyors will carry a photographic identification badge from Ridge and Partners and a letter of authority from the Council.

Once we have all the survey results back in September we'll be able to plan long-term investment and maintenance through a new capital programme. We should have this programme finalised by the end of the year.

Reviewing our main contractors

We currently have a particular arrangement, which we inherited from the TMO, which is with two companies for them to carry out our improvement works, such as redecoration, kitchen or bathroom replacement and window repairs; such framework agreements are where general terms and conditions have already been agreed.

We don't feel the arrangement gives us enough control over what we want to achieve in our improvement works, so the recent transfer of housing management services gives the Council an opportunity to review the framework agreement and feedback from residents suggests that they would like us to do this. We want to review both the framework agreement and the projects currently planned to make sure we have the scope right. We propose to go through a procurement process with

residents to agree who will carry out the work. We will also make sure residents are consulted and involved in selecting the most suitable method to procure future works.

This does mean a temporary delay in carrying out planned investment works; however, we will work hard to ensure that the delay is kept to a minimum and that we also get the right outcome for you.

In the meantime we have written to everyone who was expecting work to start on their home soon. We are working with the Tenants' Consultative Committee and residents to establish the best way of procuring that work separately and we will be keeping those residents updated on progress. If you are one of those residents, we appreciate you have already been waiting some time for this work to start and we sincerely apologise for the delay; but we hope you will understand that this approach puts us in the best position for the future.

Do you have children? In which case you may like to know that we have an exciting programme of activities for young people to promote their physical wellbeing and social development.

Youth activities



Zeeshan Islam at Tuesday's cricket and football session, Hazlewood Pitch, Kensal New Town

Cricket and football

Every Tuesday
Hazlewood Pitch
Appleford Road W10 5EA

Participants play cricket in the first half of the session and football in the second, all in two teams.

In association with Middlesex Cricket Club (MCC) and Chelsea Foundation.

Boxing

Every Monday at Chelsea Academy
Lots Road SW10 0AB

Young people learn self-development and discipline in a safe place under the supervision of qualified coaches. The aim is to improve speed, co-ordination and overall fitness.

In association with Chelsea Foundation and Chelsea Academy.

Youth Session

Every Wednesday
World's End Community Centre
Blantyre Street SW10 0DS

Table tennis, electronic and board games and chat.

In partnership with EPIC (Services for Children and Young People) and Chelsea Academy.

Football

Every Friday and Saturday
St Luke's Church,
Sydney Street SW3 6NH

Warm up followed by practise games. There will be home and away matches against Manchester United Kicks Team at the end of July and August.

To find out more please contact Clive Hornsby, Community Investment Youth Officer, on **020 8964 6073** or email **clive.hornsby@rbkc.gov.uk**

HOW ARE WE PERFORMING?

Here are the figures for how Housing Management performed in the last financial year, 1 April 2017 to 31 March 2018. In the next issue we shall start publishing figures for every three month period, the first of which will be 1 April to 30 June. These figures are very helpful to the Council in giving us a clear baseline on which to build.

	REPAIRS DIRECT	2017 - 18	2017 - 18 TARGET
	Number of responsive repairs completed	22,069	–
	Percentage of emergency repairs completed within 24 hours	97.39%	99%+
	Average days to complete a responsive repair	14.5	less than 11
	Resident satisfaction with repairs service	67.18%*	95%+
	GAS SERVICING	2017 - 18	2017 - 18 TARGET
	Properties with valid Landlords' Gas Safety Certificate	99.78%	100%
	CUSTOMER CONTACT	2017 - 18	2017 - 18 TARGET
	Number of calls received by the Customer Service Centre	101,855	–
	Percentage of calls answered	90.92%	90%+
	Percentage of calls answered within 30 seconds	54.94%	70%+
	Number of complaints received	561	–
	Percentage of residents' complaints responded to within target	97.88%	90%+
	EMPTY PROPERTIES	2017 - 18	2017 - 18 TARGET
	Number of general needs homes re-let in the period	50	–
	Average time taken to re-let an empty general needs home requiring minor works (calendar days)	33.33	less than 21.0
	RENT COLLECTION	2017 - 18	2017 - 18 TARGET
	Collection rate excluding arrears brought forward	98.79%	97.60%+
	Current tenant rent arrears	£1,566,273	less than £2,191,858
	NEIGHBOURHOODS AND ESTATES	2017 - 18	2017 - 18 TARGET
	Number of new anti-social behaviour reports	593	–
	Percentage of estates passing estate inspection standards	98.99%	97%+

*This figure is for the last three months of the financial year i.e. January-March 2018.



Road closures

on Sunday 29 July

Residents can expect very busy roads and disruption to public transport on Sunday 29 July when thousands of cyclists taking part in Prudential RideLondon-Surrey 100 come through the borough.

While the annual, mass participation event is a great spectacle and exciting challenge for those taking part, many of whom are riding to raise money for good causes, it does have a major impact on roads across London and Surrey.

Residents, community groups and businesses planning any activities on Sunday 29 July need to be aware that there will be significant traffic disruption in the borough.

The route will be the same as in previous years which is as follows:

- Knightsbridge
- Brompton Road
- Cromwell Road (A4)
- King's Road
- Ashburnham Road
- Cremorne Road
- Cheyne Walk
- Chelsea Embankment.

Roads will close from about 5am on the Sunday and are expected to reopen at about 8pm.

Other local roads will also be affected and have restricted vehicular access, particularly in the south of the borough. For residents who live in the Lots Road area, surrounded by the event route, getting in and out will be aided by the temporary lifting of the Townmead Road barrier, but traffic will be very heavy.

It is expected there will be additional disruption this year as a result of ongoing gas works on Fulham Road between Elm Park Gardens and Lucan Place.

Anyone who usually parks on a road used by the event should move their vehicle the night before. Vehicles cannot be parked on the route in the borough from 11pm on Saturday 28 July. Vehicles parked on the route, or parked in a suspended bay will be removed.

As the route for the event goes through east, central and west London before heading out to Surrey it requires over 100 miles of road to be closed which will have a major impact on getting around the capital. If you are planning any special events such as a wedding, or making a journey to or from an airport, it will be advisable to plan ahead. The event organisers also have a helpdesk which can be contacted for more information on **0345 894 9773** or you can email **helpdesk@ridelondon.co.uk**

Further information can be found on the organiser's website **www.prudentialridelondon.co.uk**

TfL will have details of road closures and any alterations to public transport routes and timetables on its website **www.tfl.gov.uk**

The Council will also be publicising information on **www.rbkc.gov.uk** and on **Twitter @rbkc**.

Theatre in the community

by Helena Thompson, Artistic Manager

Based in Grade 2* listed Kensal House community centre on Ladbroke Grove, the award winning registered charity SPID (Social Political Innovative Direct) creates high quality community theatre on our estates in North Kensington. Set up in 2005, it's been championing the value and voices of social housing ever since.

Our youth programme called Living History dramatises the heritage of the estates. This has resulted in radio plays, films and interactive theatre shows celebrating the history of social housing. These events have featured on BBC, ITV, London Live and in the national press. "SPID is an opportunity to learn about the area that I'm in, and use that creatively," says young participant Zak Khan.

Other activities include weekly youth drama, kung fu and yoga. All are free for local residents and those living locally are actively involved. "The chill out zone is a new initiative for the children of Kensal House where various activities happen, including cooking, music, films and games," says Anita Williams, Chair of Kensal House Residents' Association and SPID board member.

SPID is just 10 minutes from Lancaster West Estate and has launched the Grenfell Matters campaign in response to the tragedy. This advocates against the destruction of social housing whilst championing investment in council estates and fighting to improve rights for those who live and work there. "SPID has helped me open up and contribute more... I've built my confidence and changed a lot here," says Leonah Alexander-Joseph, another young participant.

The Council is in the process of a granting us a new 25 year lease; our current lease is for only three years. This has allowed SPID to raise £1.4million to refurbish its facilities thanks to funding from the Mayor's Good Growth Fund and Big Lottery's Reach Communities.

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Anita Williams,
SPID board
member and
Chair of Kensal
House Residents'
Association
.....



The historic, modernist community centre will be completely revitalised. There will be new disabled access, improved natural light, a new display space and restored windows. This will enable us to expand our activities programme in a beautiful, historic space which fosters pride, solidarity and hope. "SPID's Community work champions a realistic and purposeful vision towards improving the fabric of our society by giving voice and opportunities to estate residents," adds Giulia James, SPID volunteer and local resident.

To get involved or find out more about any of SPID's exciting work, contact:

office@spidtheatre.com

07903 861674

Improving *Housing Matters* magazine



Thank you for all the feedback which you gave us about Issue 1. As a result there is more news in this issue and we have included several quotes from residents, making this edition bigger and even more informative. Your feedback has made a difference!

Please share your photos and stories and we will publish the best of them.

If you would like to share stories, photos, ideas and feedback, please email us on **Housing.Matters@rbkc.gov.uk**

Translation and interpretation services

The Council uses a translation and interpretation service. Get in touch if you need these services or extra interpretation support and we'll be happy to help.



Call us on 0800 137 111 or 020 3617 7080

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



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YOUR LOCAL HOUSING OFFICES

Network Hub

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

Blantyre Office

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

Lancaster West Estate Office

Unit 2, Baseline Studios
Whitchurch Road
London W11 4AT
Open weekdays 9am to 5pm
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 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.

