

Housing Matters



News from your Council



Have your say on plans for new homes

Residents reflect on life in Kensington and Chelsea

Taking your views on board

Your new cleaning service update and more



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Hello

Welcome to the summer issue of Housing Matters. I am sure you will be as relieved as I am at the lifting of the Covid restrictions. I want to thank you if you have been able to take up your offer of a vaccine. It really does go a long way towards helping to reduce the number of cases occurring in the borough and in turn helps us return to the many freedoms that we have sorely missed throughout the pandemic. Please do take up your offer of a vaccine if you can.

Work on our £370 million capital works project to make all our homes modern, safe and warm, is gaining pace – helped somewhat with the easing of lockdown restrictions. You can read more on page 5. On page 6 you can read how construction of the first phase of our new homes delivery project has begun and more on page 4 about the consultation on phase two. We will make sure that we have listened and acted upon all your feedback before we move forward.

It was wonderful to read the personal experiences that residents have shared with us on pages 8 and 9 about living in the borough. I know that so many of you love to call this borough your home and these stories certainly bring that to life. I hope this will continue in future editions.

Last month marked the fourth anniversary of the tragedy at Grenfell Tower. This is always an extremely difficult time for residents and my heart goes out to everyone who lost a loved one, escaped the tower on that night or were impacted by what they witnessed. We will continue to assist the Public Inquiry with the aim of getting to the truth no matter what and it goes without saying that we will always remember the 72 people who lost their lives; we will learn from what happened and make sure that a tragedy like that does not happen again.

I hope you find this issue of Housing Matters useful and as always, we very much welcome your feedback.

Stay safe.

Cllr Kim Taylor-Smith
Deputy Leader of the Council

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

Service update



Receptions

Our public facing receptions are now open for essential appointments only. Social distancing measures will be in place. If you feel there is an essential reason to see someone, please make an appointment by calling **0800 137 111** or by email to **hm-customerservices@rbkc.gov.uk**.

Repairs



We are now able to offer routine repairs to your home. We will continue to check that we can visit you safely and will take extra hygiene measures when we visit you.

If you are self-isolating or in a high-risk group and you need us to attend to a routine repair, please call us on **0800 137 111** or email us at **hm-customerservices@rbkc.gov.uk**. You can also report a new repair online at **www.rbkc.gov.uk/housing/repairs**

Home visits resume

We have made appointments to visit our more vulnerable residents. We're not able to carry out a home visit to everyone just yet, however, we look forward to being able to in the coming months.

Gas and electric safety checks

Although gas and electrical safety checks continued during lockdown, we will be stepping up efforts to complete any that are outstanding over the coming months. If you are due a gas or electrical safety check, we will write to you with an appointment. If the time is not convenient, please get in touch as soon as you can to rearrange.

Welfare calls

If you have been receiving welfare calls, these will continue until further notice. Now that restrictions are gradually lifting we will not be taking any new requests for welfare calls. However, if you think a neighbour or someone you know needs our help, please contact us to let us know on **0800 137 111** or **hm-customerservices@rbkc.gov.uk**

Financial Support



Call us on **020 3617 7080** today if you are worried about finances or need additional support. You may find the article on page 16 useful.

Here if you need us

If you need our help in any way, please call us on **0800 137 111** or email **hm-customerservices@rbkc.gov.uk**. You can find the full details of the Government's latest guidance on Coronavirus at **www.gov.uk/coronavirus**.

Have your say on new homes plans

Residents are continuing to have their say over plans to deliver 600 new Council-owned homes (minimum 300 social rent) to tackle the borough's unique housing challenges, including being one of the most densely populated boroughs and the most expensive in the UK.



A total of 97 homes have already been approved for phase one with construction underway at Kensal Road and Hewer Street. Consultation continues on phase two sites – Barlby, Cheyne, Edenham and Silchester Arches.

Check out the latest from each site – including how you can get involved in the ongoing consultations – on these pages or visit www.rbkc.gov.uk/new-homes to find out more.

Barlby Road

There's still time for you share your thoughts on the latest plans for new homes at Barlby Road in North Kensington.

Members of the local community joined two information sessions in June, one in-person and one online, to hear about the scheme.

The latest plans would deliver 83 new homes, with more than half at social rent or available to key workers, as well as a community sports facility, central courtyard garden and improvements to the surrounding area.

Feedback from the community will be used to refine the plans to provide a final design for the site ahead of the Council applying for planning permission in the autumn.

The second round of consultation into the Barlby Road site is open until Wednesday 21 July and you can take part by viewing the presentation video and document and completing the feedback form at www.rbkc.gov.uk/new-homes-barlby



Cheyne

A state-of-the-art nursery and children's centre along with 18 new homes all available at social rent are among the plans being consulted on for the Cheyne site in the south of the borough.

The first round of consultation for the scheme, which would be delivered on the site of the current Cheyne Nursery in Chelsea, is now open. You can find out more and share your views by visiting www.rbkc.gov.uk/new-homes-cheyne.

The deadline is Thursday 22 July.



Edenham

Given the strength of feeling about plans for new homes at Edenham, we are holding an additional round of consultation.

Since the last round of consultation, we have been working with the local community to better understand their concerns and to design a scheme that balances their views along with the pressing need for new homes in the borough.

You can attend one of three consultation events to find out more:

Online event

Wednesday 14 July from 5.30pm to 7pm

You can join via the Zoom link

<https://zoom.us/j/98519034309>

In-person event

Saturday 17 July from 10m to 12pm

Outside Trellick Tower main entrance, Golborne Road

In-person event

Saturday 24 July from 10am to 12pm

Outside Trellick Tower main entrance, Golborne Road

You can view the latest proposals, presentation and find the feedback form at

www.rbkc.gov.uk/new-homes-edenham

Silchester Arches

Plans for new homes on the Silchester Arches site in North Kensington have been updated to take on board residents' feedback from the second round of consultation.

In response to your comments, we have now:

- Amended the design to a smaller building of six-storeys in height
- Reduced the height and footprint of the building to minimise daylight/sunlight impacts
- Amended the landscaping scheme to:
 - Ensure that no bins or bike stores are located in the garden space
 - Ensure direct and safe access to the garden for residents
 - Retain the existing London Plane tree at the front of the site
 - Provide the wheelchair accessible home on the ground floor with its own front garden and rear patio.
- Ensured that all homes have access to a balcony or winter garden



Additionally, following concerns raised regarding the potential impact of incorporating access to ACAVA studios outdoor areas, we will be considering works to these areas separately to this application to enable further involvement with relevant parties.

The second round of consultation was held from 18 March to 29 April to look at the emerging proposals from the first round. Thirty one people attended our chat sessions while 51 provided feedback via our online survey.

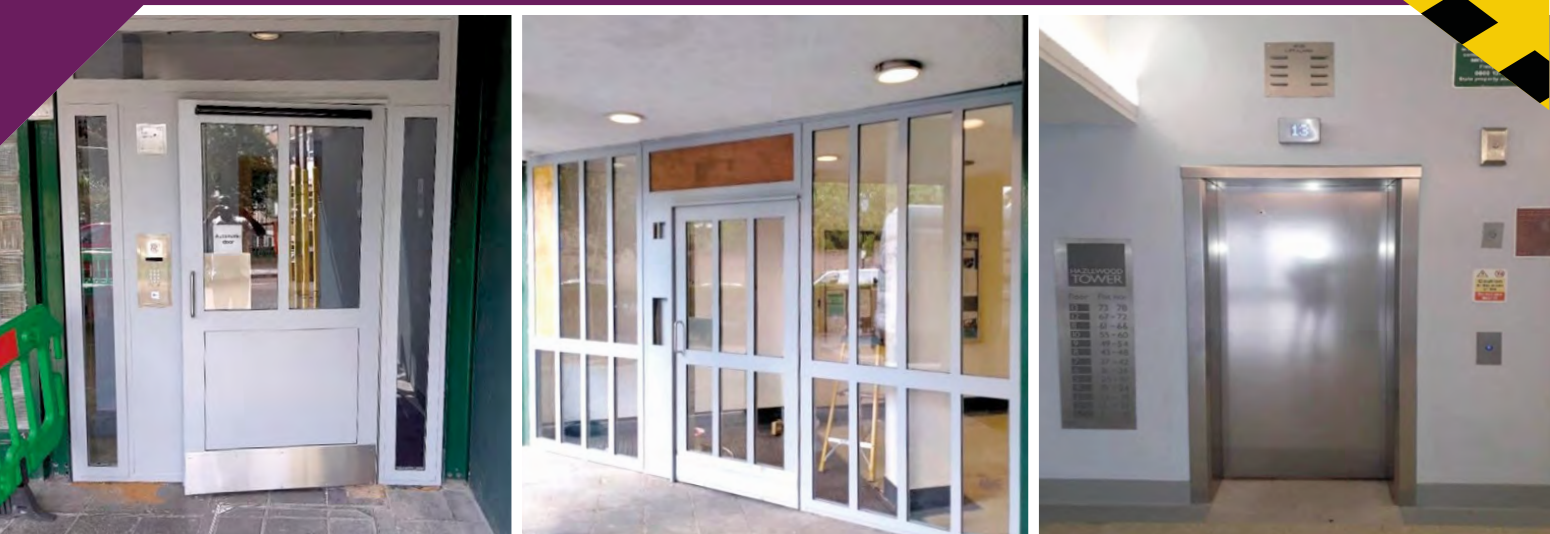
You can read the full report of the round two consultation findings on our Consultation Portal.

In June we also held two “You said, We did” resident engagement events to show you how we had adapted the plans to take on board your feedback.

Following these events, we are finalising the scheme and will be submitting a planning application. Residents will have a further opportunity to comment during the planning process.

Find out more at **www.rbkc.gov.uk/new-homes-silchester-arches**

Capital works update



Improving Your Home

Across the borough we are spending over £370 million to improve homes.

Despite the restrictions of the pandemic, we have been able to start work on some estates and we will be starting work on many more over the coming months.

Residents have been involved every step of the way in the choices that we are making about contractors, materials and designs of doors, windows, screens, ventilation and lighting.

We have now replaced around 2000 doors across the borough, greatly improving fire safety.

We have also recently replaced the lift at Adair Tower, in the north of the borough, and we are planning to replace at least another 26 lifts boroughwide over the next year.

Two key areas of work we are focusing on are the internal communal lighting systems and the door entry systems.

The communal lighting works are mainly to ensure adequate escape lighting in all our properties. While work is in progress we will take the opportunity to ensure improved energy performance and efficiency. We will achieve this by using the most up-to-date technologies, such as high-performance LED panels, with daylight-dimming and self-diagnosing features.

We're in the process of finalising a fixed term framework contract for the door entry schemes. This means that the Council will directly employ a number of local specialist contractors to undertake a range of works across all tenanted homes.

This will vary from significant replacement works, through to some minor works and ensure that the systems in place meet all current regulatory and statutory requirements.

We are grateful for all the input from residents and would ask those who haven't been involved as yet to make sure you have your say over what happens on your estate.

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

Taking your views on board

We're often asking you to get involved, to give us feedback or to help us shape the services you receive. We really do appreciate your input and below are just a few examples of how we have worked with you to provide the services you want.

Increasing choice

When residents of the Silchester estate were asked to view a sample of the new window frames proposed to replace their existing ones, they noticed that the frames used in the sample were a grey colour and not the white they had expected. They asked if they could be given the grey frames as an option, as they actually preferred it. Their comments were taken on board and residents are now being offered a choice of grey or white. We look forward to finding out which colour residents will choose.

Listening your way

We know that it can be challenging for some residents to understand the choices they are being given about their homes and we want to present information in the most convenient way, so residents can make informed decisions. When one of our residents contacted us asking for more information about her door choice, we were very happy to help. The resident is deaf and asked that we provide a sign language interpreter.

We arranged an online meeting with the resident, the interpreter, and our project team to help explain all the choices available. The resident's social worker, also sign language proficient, was able to assist with the Zoom meeting. The lady is delighted with her new (red) door featuring a panel that allows the light to shine in.



Valuing your contributions

We really appreciate it when you get involved, comment and help us make decisions on the works proposed for your homes. Luis got involved in the Tender Evaluation panel after taking up an invitation from his Resident Liaison Officer. He had been invited to a meeting to discuss planned major works boroughwide and taken the opportunity to voice his concerns, worries and opinions about the work required for his property and its surroundings. He was also asked to evaluate tenders and provide comments and scores. Luis told Housing Matters that he believed his contribution was of value to the team and residents.

If you would like to get involved in any aspect of the delivery of housing management services, please contact us at **Capital.Investment@rbkc.gov.uk**



Residents have told us that they would like each issue of Housing Matters to have a theme and focus a little more on a particular subject. We're kicking off this issue with a theme of localism and we asked residents to share some of their thoughts on living in the borough.

My Borough

Borough resident Cynthia Dize takes us on a blissful stroll along the canal to Meanwhile Gardens on a warm and relaxed spring afternoon. You can almost feel the breeze...

Meanwhile Gardens, a four-acre strip of land along the Grand Union Canal, is one of my favourite places in the borough, whether used just as a cut-through to go to the big Sainsbury's, a deliberate destination for one of their plant sales or for a visit with my granddaughter.

It's cleverly designed. Starting at Great Western Road a grassy area slopes down to Elkstone Road. Then there's a skate bowl for young people and a bit further on, the under-fives area with a fenced in outdoor space and a playhut. Moving on, there are ponds and the peaceful Moroccan garden, designed by the women of Al Hasaniya. Then there's the wildlife stretch – different varieties of trees with plenty of pollinators for insects. If birdsong raises your spirits, this is a good place to listen.



After the wildlife garden you come to The Factory, a brick building that provides office space and a rehearsal and teaching area for the famous Metronomes Steel Orchestra. Sometimes you can hear them practising as you walk by – it goes well with the birdsong.

After visiting Meanwhile, you can take a walk along the towpath. Turn right for Little Venice or left for Sainsbury's and points west. At the moment, the canal is home to ducklings, goslings, baby coots and moorhens.

The name 'Meanwhile' in 1976 – when local people first had the idea, persistence and fortitude to turn this strip of derelict wasteland into a garden – signified that it might be only temporary, but it's now a permanent and important part of the area used by many, both locals and visitors.

www.meanwhile-gardens.org.uk

Cynthia Dize, Swinbrook Estate

Resident Bruno De Florence

shares how the emergence of the gay scene brought him to Kensington and Chelsea, chance meetings with famous faces and shopping on Kings Road.



It might surprise many of you, but Kensington and Chelsea, and especially the Earl's Court area has a history of being a very friendly LGBT+ borough. It is one of the reasons I chose to move here in the 1990s, when I was able to afford it as it offered several safe and friendly spaces in which to socialise. Over ten LGBT+ pubs and clubs could be found in the borough, with an especially high concentration around Earl's Court.

This reputation probably started with what was once the most famous LGBT+ pub in Europe, **The Coleherne**, which used to be on Old Brompton Road. It opened in 1866, quickly gaining a reputation as a pub for bohemians and artists. By the early 70's, it was attracting such luminaries as Freddie Mercury, Ian McKellen, Rupert Everett and Derek Jarman, as well as LGBT+ tourists from all over the world. Around lunchtime every Sunday, crowds would gather outside, weather permitting, and have a jolly Sunday beer in safe company. **The Coleherne** now has its own Facebook page.

Almost opposite, on the corner of Earl's Court Road and Old Brompton Road, was **Bolton's** pub, favoured by Irish LGBT+ crowds, with a large dance floor downstairs. I remember seeing the French fashion designer Jean-Paul Gaultier there one evening, during Fashion Week.

The Champion was on the Notting Hill side of RBKC and was an obligatory stop when coming back from the carnival and halfway along King's Road was **The Markham**, a pub which used to be very busy at weekends, in the days when shopping on King's Road was an adventure and affordable for us students.

El Sombrero was in Kensington High Street and featured a dance floor with flashing multi-coloured lights and **The Kensington Roof Gardens**, located on the very top of the old Biba store, featured pink flamingos, small rivers and different gardens in which to stroll about.

Over the years, a combination of changing social attitudes and rising land values have led to the closure of almost all of these, but they remain as a unique chapter in the social history of this borough.

Bruno de Florence

Superfast broadband rolling out across the borough

The roll out of digital fibre, that's enabling Kensington and Chelsea residents to access the very latest superfast broadband, continues to weave its way across the borough.

Whether it's to make a job application, for shopping, banking, or keeping in touch with family and friends, we rely on good internet connection and it is important that it is available to everyone.

Everyone is included

Both of our broadband providers – Hyperoptic and Community Fibre – are offering free or discounted packages to households identified by the Council as most in need. Offers will also be made to residents who currently have difficulty accessing the internet from home. This may be for various reasons, including financial difficulties.

Once installations are complete, if you are eligible, the provider will be in touch to let you know how to apply.

Job opportunities for local people

There's also a range of job opportunities that residents can apply for. They include jobs in engineering, connecting and servicing, field sales and more. Many of these jobs don't require previous experience and full training will be given.

Look out for online webinars from both companies explaining what employment opportunities are on offer.

Visit www.eventbrite.co.uk and search 'Hyperoptic' or 'Community Fibre'. Events will be posted as soon as latest dates are confirmed.



Hyperoptic full fibre broadband rollout

Hyperoptic want residents to know that they are now rolling out their offer of superfast broadband across the borough. Stopping for a free coffee and a chat is the perfect opportunity to ask the team questions and find out more. The Hyperoptic coffee cart will be out and about on our estates over the coming weeks as the broadband rollout continues. Look out for their invitation arriving through your door and come and say hello to the team.

Hyperoptic fibre broadband is now available on Silchester Estate and Lancaster West Estate. Next in line to get connected will be Cremorne, Warwick Road and Portobello Estates.

If you would like to know more about jobs with Hyperoptic please join our next online webinar event on Eventbrite at <https://hyperoptic.eventbrite.co.uk>

Community Fibre – working to connect residents in Kensington and Chelsea

Maurice started work as an installation engineer in December 2019. Soon into his role, Maurice was attending a job for a family with five children who had lost their internet connection. One of the children, a six-year-old boy with autism, had become highly agitated because he couldn't watch his favourite TV programmes and Dad was struggling to calm him down. As soon as Maurice had the internet back up and running, joy was restored, and Maurice was rewarded with a grateful hug from the boy and relieved thanks from Dad. Maurice said: "I didn't realise just how important the internet was to some people. It really is like water, an essential service. If you don't have it, it can really leave you in limbo, especially during Covid times."

Maurice has been promoted to supervisor and can't speak highly enough of his employers. "This is a really good environment to work in and all of the staff have been supportive and encouraged me to do my best. I really do love my job and am keen to grow along with the company."



Maurice's story

Community Fibre are recruiting. If you'd like to find out more about the roles available, contact communityfibre.co.uk/jobs

Bright sparks qualify

Congratulations to the clever chaps in the Council's Repairs and Planned Works Team who have successfully qualified to work on and around electrical installations.

The 'Part P' course they completed gives them an understanding of safe electrical isolation. This allows them to work on and around electrical components safely, without the need for a qualified electrician to carry out the isolation work.

Having our repair operatives qualified in this way means teams can carry out tasks in a single person visit where previously it would have required two. As a result, we're seeing improved productivity and simplified planning of dual-trade jobs. Well done team.



If you need a repair, please report it online at www.rbkc.gov.uk/housing/repairs or call us on **0800 137 111**



Simple precautions keep you fire safe

By taking some simple precautions you can prevent a fire from happening in your home.

If you would like some fire safety advice at home, the London Fire Brigade will visit you to carry out a Home Fire Safety Visit and provide you with free safety advice suited to your individual needs and property. They can also fit free smoke alarms, and specialist alarms for people with visual or hearing impairments.

You can find out more about what to expect and book a visit by searching 'book a home fire safety visit' on the London Fire Brigade website www.london-fire.gov.uk

Door closers

All Council property fire doors are fitted with self-closers to prevent smoke escaping into communal areas in the event of a fire. It is vital that all fire doors have self-closers, so please let us know if you don't have one or it doesn't close the door properly. If you have a closer that is too powerful, again let us know and we will pop round and adjust it for you. Email us at firesafety@rbkc.gov.uk or call us on **0800 137 111**.

It's personal

We understand that if you have a disability, you will be more vulnerable if there was a fire in your flat or block, and we are committed to planning for the safety of all our residents. If you need our help or support, we will:

- Carry out a Person-Centred Fire risk assessment, where we will discuss your needs with you and decide how best to help you keep safe from fire.
- Provide you with a personal emergency evacuation plan where required. This is a plan for keeping you safe in an emergency. This will be either by allowing you to evacuate safely yourself with the aid of specific equipment or information, or by establishing a process whereby you receive assistance from London Fire Brigade.

We are here to help so please let us know if your condition changes and you need support. Speak to your Neighbourhood Co-ordinator or Visiting Officer.

For more information, call us on **0800 137 111** or email at **HM-HealthandSafetyTeam@rbkc.gov.uk**

Zaklina's memorial tree

In issue 9 of Housing Matters we invited residents to contact us if they wanted to plant a tree in memory of a loved one. Resident, Zaklina Jovicic Djukic spotted the article and took us up on our offer. On 20 May 2021, the Council's grounds maintenance team and Chris Edge Tree Care assisted Zaklina to plant an olive tree in memory of her late husband.



Zaklina and her husband had wanted to accomplish a tree planting as a project, and it was important to her to carry it through as a 'promise' to him.

Zaklina said: "I am very thankful to all the people at the Council who helped me. It was important for me to fulfil this wish. I encourage people in the community who have lost someone close to them, particularly at this difficult time, to consider creating a memorial. I read about this in Housing Matters and without the Council's help I wouldn't have been able to do it."

Location, size and species type must be appropriate, but if this is one of the ways you'd like to remember a relative or family friend, and you have the support of your Residents' Association, we'd like to help make this happen. The Council's Environmental Services department has a budget to help residents with memorials, such as trees and benches.

For information or question about this email dominic.davies@rbkc.org.uk or call **020 8964 6077**

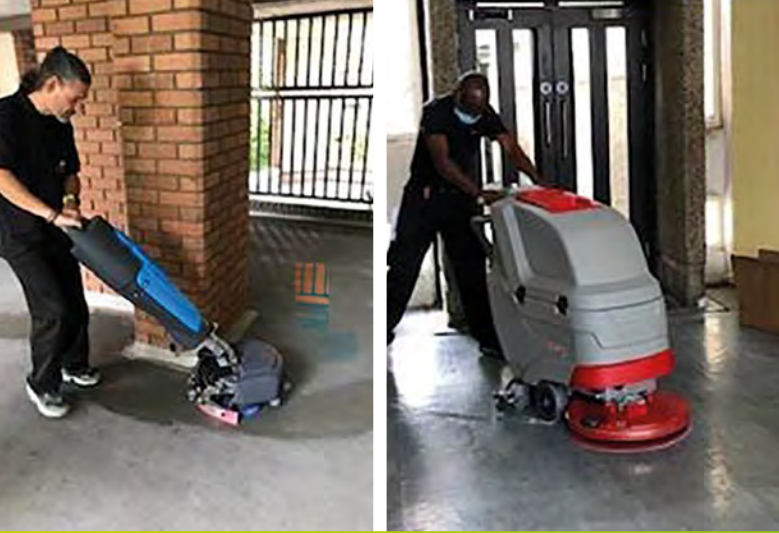
Bird boxes, bug hotels and wildflower gardens

In March and April our Environmental Service and Grounds Maintenance teams installed bird boxes on estates across the borough.

Bird boxes encourage native birds to the area and provide a nesting and feeding site. During autumn, birds will scout out suitable nesting boxes in preparation for the following spring, and in the colder months birds may use them for shelter. Wildflower gardens have been planted at World's End, the Mound Kitchen garden, Treverton Estate and Sheffield Terrace.

If you are interested in increasing biodiversity in your neighbourhood, you can request bird boxes, bug hotels and wildflower gardens to enhance plant and animal life near you.

For more information about biodiversity in your neighbourhood, email your Environmental Services Manager dominic.davies@rbkc.org.uk or call **020 8964 6077**.



Your Estate Care cleaning service update

In October 2021 the Council will bring the communal cleaning contract in-house with the aim to provide a more responsive and site-specific delivery of services across the borough.

The new service will launch under the name Estate Care and will deliver estates with permanent, dedicated cleaning teams. Residents will benefit by having a direct line of communication to their Head Caretaker for issues that require urgent attention, as well as the opportunity to request cleaning tasks specific to their block. New, efficient, environmentally-friendly equipment is being purchased to improve cleaning standards and will be stored on site.

Key findings from the Residents Cleaning Satisfaction Survey carried out in autumn 2020 raised issues that cleaners on rotation had little control over other tasks outside of their scheduled duties and were not able to respond to urgent or pressing matters. Some residents found there being no direct point of contact or regular cleaner to report problems to meant that jobs were often lost in the system.

The new Estate Care plan has addressed these concerns and is designed to reduce the fragmentation of the cleaning service, improve the communication between cleaners and residents, and build a sense of ownership over the maintenance of communal areas.

The new structure will see the borough divided into eight neighbourhood wards with teams of up to 10 Caretakers permanently assigned to areas for around 150 homes.

This will ensure that the same caretakers work across the same areas on a regular basis, with the ability to deliver a tailored cleaning service that responds to urgent or specific needs as they occur. Caretakers will perform similar cleaning duties, but with new equipment and increased flexibility and commitment to their area.

To complement this, window cleaning, deep cleaning and graffiti removal will be provided by a mobile service and bulk waste will be collected on a weekly schedule and also responsively where required.

Residents will benefit from direct communication with caretakers for reporting problems. To assist in this, the Council will provide language lessons to caretakers wishing to improve their English-speaking skills.

The Housing Team will work closely with caretakers to ensure they are trained in Health and Safety qualifications and upskilled in the use of the new cleaning equipment.

If you would like to know more about the cleaning service coming back to the Council's control, email **dennis.paul@rbkc.gov.uk** or call **0800 137 111**

Bin stores

Please don't place anything of value in a waste and recycling storage area, including requesting delivery companies to place your parcels there if you are not home. There is a risk that the collection crews will remove them and they will subsequently be sent for disposal.

Proposed Changes to your Tenancy Agreement



Thank you to the many residents who have given feedback on the proposed changes to your tenancy agreement. We are reviewing the current agreement to modernise a number of the existing clauses, to ensure that it demonstrates best practice and to take account of all fire safety and health and safety considerations.

The consultation period has now closed after being extended for a further four weeks in response to some tenants' requests. During that time, we have been able to meet with you to discuss some of your queries and concerns. We hope that this has allowed as much opportunity as is needed for all residents to comment on the proposals or receive clarification on specific clauses.

We have also welcomed comments from tenants' perspectives from representatives of various advice agencies, including Citizens Advice Bureau, North Kensington Law Centre, Shelter, Nucleus and World's End Advice Centre. From the online drop-in sessions we held, we have learned that some tenants would like to have more input into the detail of each section of the agreement. We very much welcome this level of resident involvement and believe that it is likely that this will lead to an even more robust document on which to base the revised tenancy agreement.

Your responses are now in the process of being analysed and we will soon be able to share the outcome of the consultation with you. In the meantime, we are arranging for an independent facilitator to work with a group of interested residents over a period of six months (and possibly longer). They will look in detail at the existing tenancy agreement, the proposed changes, and review what the final draft of the revised tenancy agreement could look like.

The group is open to all tenants and interested parties. If you can spare a little time and would like to join, we would very much welcome your participation. The group will work together by meeting in a venue large enough to maintain safe social distancing or online via Zoom – or a combination of the two.

With tenants' help, we will identify an independent legal adviser to answer any technical legal questions that may arise, including what can and cannot be included in a tenancy agreement.

For more information email HM-NeighbourhoodBusinessSupport@rbkc.gov.uk or call **0800 137 111** and ask for the Neighbourhood Business Support Team.



We're here to help

With restrictions finally lifting, you may be breathing a sigh of relief as you plan some well-deserved and eagerly awaited fun activities or trips.

Sadly, there will be some people who can't enjoy the end of lockdown in the same way as they worry about what will happen when the current furlough scheme ends, or the extra Universal Credit boost is removed at the end of September.

If you are concerned about how you will afford your rent, priority bills or even essentials, please contact the Income and Financial Inclusion team straight away.

We're here to help you navigate the benefits system, check that you're claiming all you're entitled to and advise you on how to budget and plan your expenditure. We can also refer you for employment support and put you in touch with other organisations who might be better placed to assist you in your specific circumstances.

You have nothing to lose but you may have something to gain. So don't sit there worrying – contact us now for a friendly chat on **0800 137 111** or email **HM-Rentincome2@rbkc.gov.uk**.

Use of Kingspan materials at Barlby and Kensington Queensmill schools

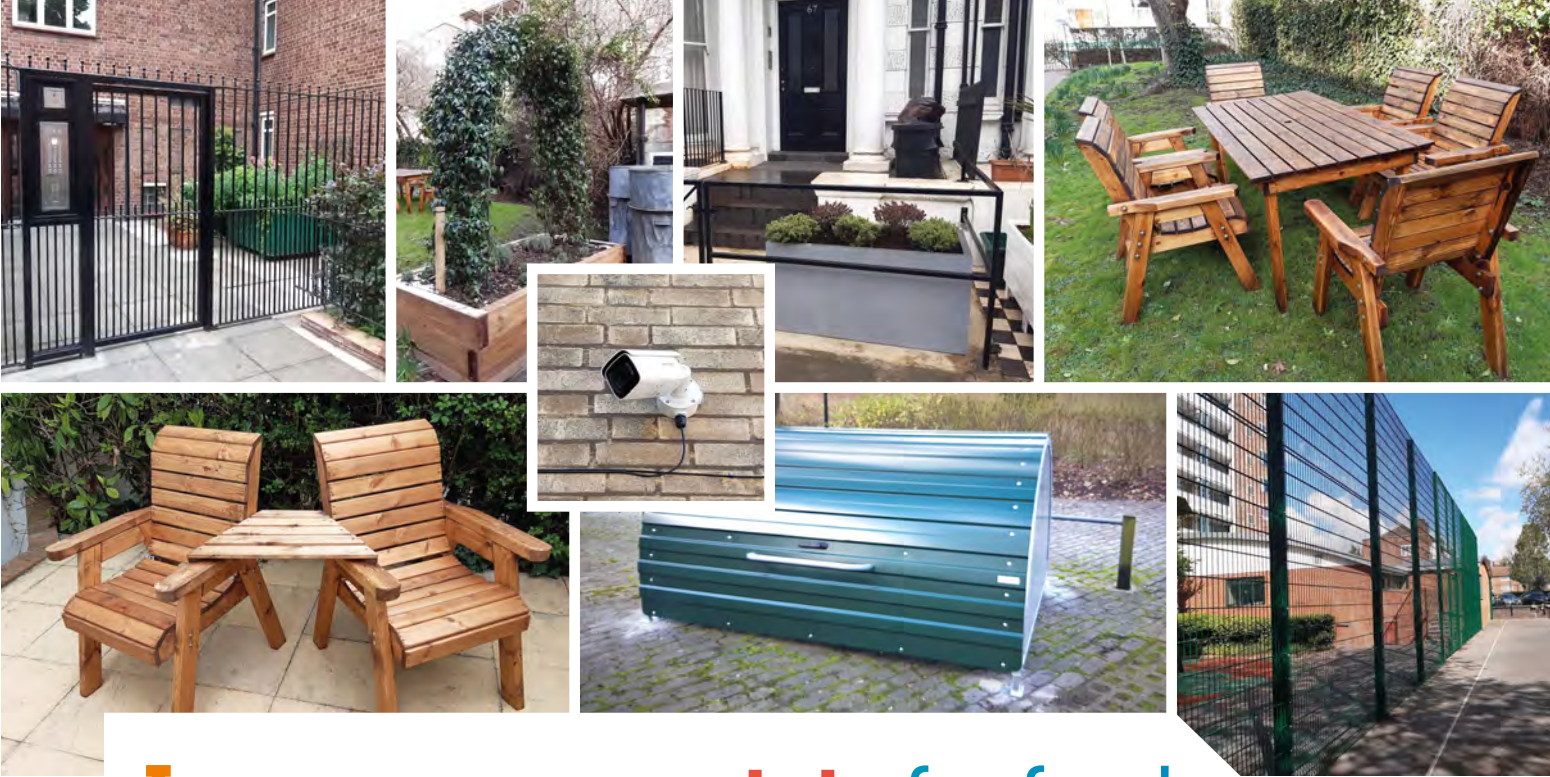
With construction work nearing completion on the new Barlby and Kensington Queensmill schools, residents discovered the use of Kingspan insulation by subcontractors. The Council began an urgent investigation into what had been used where, and why. It halted associated works on the site and asked the project management team to remove any unused product from site with immediate effect.

Some of the product had already been installed around the perimeter of the school, encapsulated below ground, under concrete and brickwork.

The product, Kingspan Greenguard GG300, is designed to prevent moisture getting into buildings and conforms to all building regulations. Despite this, both schools and the Council are seeking further assurance on installation and safety. Kensington Queensmill have taken the option to lead on an independent assessment of the product and its installation.

The Council is also continuing to explore all legal options in terms of not using companies involved in the Grenfell Inquiry for future projects. It is carrying out an audit across the borough with urgency, and will consider any actions on a case by case basis.

It remains the aim of both the Council and the two schools to open on time, however, delays in construction are now likely so safety checks can be completed.



Improve your estate for free!

Residents have been getting together to commission some nifty projects that make their local environment that little bit brighter, safer, greener.

The Estate Improvement Budget (EIB) is a pot of money available for residents to bid for and use.

Project Officer, Patrick Sullivan, and Environmental Surveyor, Fola Adesakin, receive all the suggestions you put forward and will work with you to help you achieve what you want.

The EIB is calculated at £67 per resident, meaning blocks or estates with 100 units would receive an annual allocation of £6,700. This is a separate fund and is not recharged to lease holders. The EIB is for all residents, from street properties to large estates. Every resident can voice their thoughts and comments.

What can it be used for?

The fund can be used for improvements to communal areas, maybe for new planting or landscaping. Previous bids have included playground improvements, bike storage installations and security works such as

gates or CCTV upgrades. The budget covers installation works only and any charges for ongoing maintenance costs or upkeep would be rechargeable.

How do you go about getting this money?

Any resident can put forward an idea or suggestion for an estate improvement. A bid document can help you to put down your ideas in writing. Please contact us at **HM-EnvironmentalServices@rbkc.gov.uk** if you would like us to send you a bid document.

Another route to access the money is to contact your estates Compact or Residents' Association and put the idea forward for a project bid to the EIB through them. They might also be able to help with the development of your idea.

There has also been a boroughwide call for suggestions and ideas for estate improvements so why not get your voice



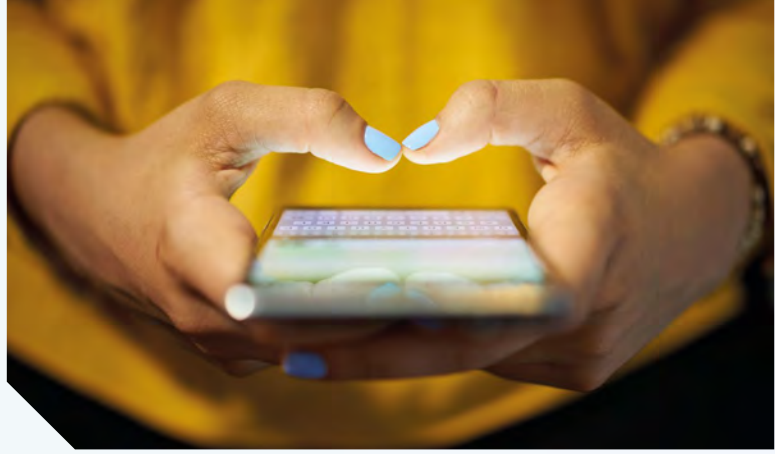
heard. Hover your smart phone camera over the QR code to the left or drop us a line at **HM-EnvironmentalServices@rbkc.gov.uk**

Let's look out for each other

As part of a community, it is important for us all to look out for each other and spot the signs when something isn't quite right.

Cuckooing is a new type of crime where criminal gangs exploit vulnerable people. The most common form of cuckooing is where drug dealers take over someone's home and use it to store, use or sell drugs. It takes the name from cuckoo birds who take over the nests of other birds.

Signs that cuckooing may be going on at a property include a change in behaviour of the resident, an increase in visitors to their property, an increase in anti-social behaviour and signs of drug use.



In an emergency, always call 999. If you are worried about cuckooing, you can report it to police on 101, or online at www.met.police.uk/ro/report/ocr/how-to-report-a-crime

If you don't want to give your name, you can contact Crimestoppers on **0800 555 111**.

For more information visit www.rbkc.gov.uk/asb or call us on **0800 137 111**.

Gas and electrical Safety Checks

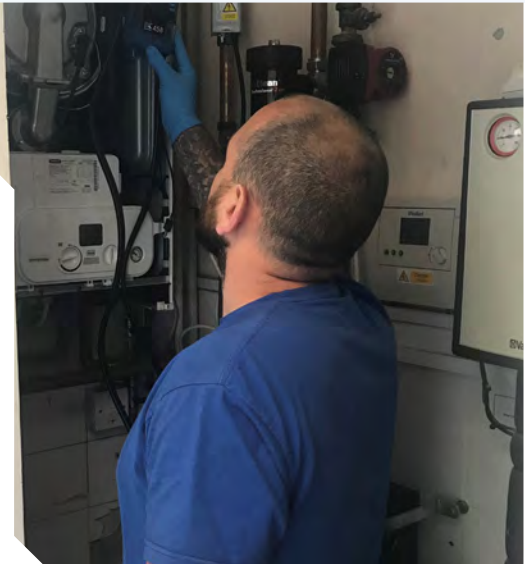
While we've been concentrating our efforts on keeping safe from the Coronavirus by staying home, self-isolating, having our shopping delivered and more, it's important that we also make sure that our homes are safe. Please help us keep you safe by allowing us to check your gas appliances and pipework annually and make electrical safety checks every five years.

Even if you don't have a gas-fired boiler or gas appliances, any gas supply to your home will need to be checked to ensure it is safe.

When your Gas Service or Electrical Safety Test is due, our contractor will write to you with an date and time to visit. If the appointment is not convenient, please respond as quickly as possible to rearrange.

Please be assured that our engineers will always wear Personal Protective Equipment and sanitise any surfaces they touch. The safety check is carried out in accordance with the strict procedures set out by the government, for the safety of both the resident and contractor.

For more information visit www.rbkc.gov.uk/safety-checks



If you are **worried about domestic or sexual abuse at home**, we are here for you.

The Angelou Support Service is available to provide help for anyone aged 13 or above.

For help call: **0808 801 0660**

Monday, Tuesday, Thursday and Friday: 10am - 4pm

Wednesday: 10am - 4pm and 6pm - 9pm

Please, no barbecues on your balcony



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

Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



Royal Borough of Kensington and Chelsea
292a Kensal Road, London W10 5BE



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Network Hub

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

Blantyre Office

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

Lancaster West Estate Office

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

Arabic

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

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.

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.