

Housing Matters

News from your Council



Progress on our Grenfell commitments

What you think of our services

A brand new home for Sharon

Meet your financial inclusion officer

Understand parking on our estates



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Many of you will have heard that our director of housing management, Doug Golding has decided to retire. The impact that Doug has had on the Council since he joined shortly after the Grenfell tragedy has been immense.

Doug arrived at a time of chaos, tragedy, and uncertainty, when the Council was looking for someone to come in and fundamentally transform how we manage our housing. Doug brought his many years of housing experience into this role, creating a resident-centred service that is almost unrecognisable from the one he took over in 2017. He has created strong teams, and he is leaving a service that is built on strong foundations and is well-placed to continue to improve in the years ahead.

Doug is an exemplar for the kind of officer we want to work at the Council. He is often out and about on our estates and homes throughout the borough, he knows many of you personally and he has always tried to solve problems head on. For me he has been a huge source of knowledge, and his work ethos is an inspiration to all that work with him.

I am sure you will join me in wishing him the very best in the future. Looking ahead, I'm committed to ensuring that residents are involved in the selection of the next director. I look forward to working with some of you on this essential part of defining the next chapter for our housing service.

With the eighth anniversary of the fire at Grenfell Tower having passed this month, we've included some information about where residents can access support, and an update on our progress on our commitments following the Inquiry.

Cllr Sof McVeigh
Lead member for housing management,
housing safety and building new homes



You've got mail

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

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

Contact the Housing Matters team at housing.matters@rbkc.gov.uk or call us on 0800 137 111.

Our first progress update on Grenfell Inquiry commitments

We've published our first progress update on the 45 commitments we made in response to the Grenfell Tower Inquiry's Phase Two report.

Since making the commitments in November 2024, we have made progress in areas including resilience, building control and consultation and engagement, including:

Extending the ban on contractors and products implicated in the Grenfell Tower fire

Introducing a "four eyes" principle where all Building Control completions require review by two qualified professionals

Launching a consultation into the future of public participation in the borough, including an updated Charter for Public Participation and a review of the Citizens' Panel

Introducing a Fairer Action Plan setting out how we will embed equality, diversity, and inclusion across all our work

Adding resilience responsibilities in all senior officer contracts.

Next steps

Our commitments are ambitious and there is still a lot of work to do to ensure they are embedded in everything we do.

We have recruited for an Independent Advisory Panel comprised of bereaved, survivors and residents to help hold us to account, including overseeing an external review of culture at the Council.

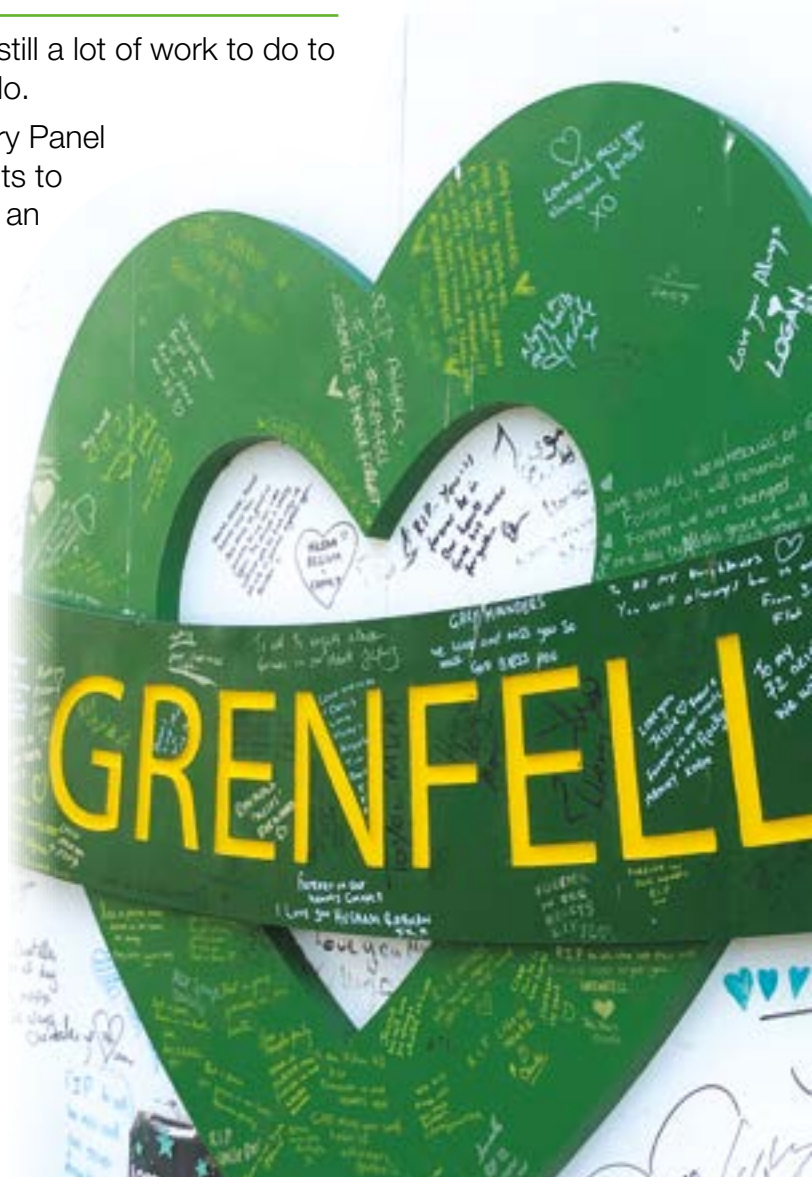
We will also be conducting an end-to-end review of complaints.

Throughout this work, we will ensure we honour the principles set out in our response, in particular our commitment to resident power and participation, independent challenge and oversight and high standards and technical excellence.

Find out more

The first six-month update on the Council's commitments was discussed at a meeting of the Overview and Scrutiny Committee held on Tuesday 13 May 2025. You can watch the meeting at <https://youtu.be/RUvBhr5yb-c>.

The next update will be presented to the Overview and Scrutiny Committee in November 2025.



Stay safe this summer

The hot weather's here and most of us welcome the sunshine. But before you throw the windows open wide, plug in the fan, and fire up the barbecue, take a moment to make sure you're not putting yourself, your family, or your neighbours at risk.



Windows and balconies

If you live in a high rise, or have children at home, window safety is critically important. The Child Accident Prevention Trust reports that one child under five is admitted to hospital every day after falling from a building – often from open windows but also from balconies. www.capt.org.uk

Every home above the first floor must have window restrictors which prevent them from opening too far. Don't show children how to open windows or how to use the restrictor. It's also a good idea to move furniture away from windows so that they can't climb up to them.

If you don't have window restrictors or think yours might be faulty, please contact us immediately on **0800 137 111** and ask for the repairs team.

Electric fans

Time to get the fan out of the cupboard? Stay safe while you stay cool.

Older fan motors are more prone to overheating, and this could cause a fire. Think about replacing your fan every few years to reduce the risk.

For the same reason it's best to avoid buying fans second hand - you don't know how old they are, or if there are any hidden dangers.

As with all electrical appliances it's best to check them over from time to time to make sure there aren't any danger signs.

Find out how you can recycle your small electrical items at

www.rbkc.gov.uk/weee

Barbecues on balconies

No matter how tempting it may be, never light a barbecue, even a disposable one, on a balcony. It's dangerous to have that level of heat so close to a building and after being lit a barbecue can stay hot for hours. The smouldering debris can spit off and drift down to other levels.

If you have any queries call us on **0800 137 111** and ask for the fire safety team, or email firesafety@rbkc.gov.uk



Major works update

Our major works programme is continuing across the borough. We currently have our largest project on site at the Silchester Estate in north Kensington where we're repairing concrete across four tower blocks as well as improving ventilation in homes, replacing lifts and reconfiguring communal areas for improved fire safety.

Over the next few months we'll be starting major works at:

- Barlby Gardens – replacement of windows, repairing of roof coverings, and associated gutters and downpipes.
- 14 Colville Square – replacement of external wall insulation, replacement windows and repair of roof coverings.
- Glebe Place – upgrading windows in a listed building.
- Manchester Drive – renewing of flat roof, internal flooring and repair of windows.
- Window replacements, roof renewals and repairs, gutters, downpipes and decoration at multiple street properties in Holland West.

Our kitchen and bathroom replacement programme is also gathering pace. To date we have now replaced 202 kitchens and 109 bathrooms, with plans to complete 1215 kitchens and 757 bathrooms over the next two years.

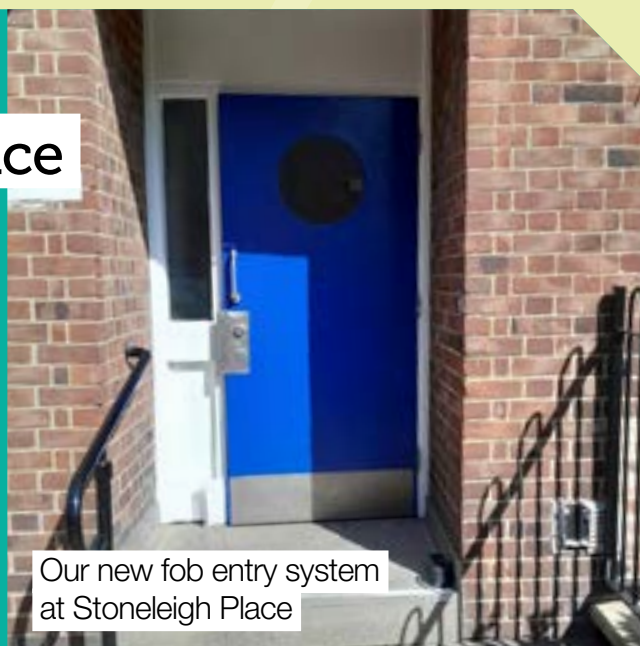
If you have any questions about the programme please email
Capital.Investment@rbkc.gov.uk

You said - we did: securing Stoneleigh Place

During the work to upgrade the video entry system at Stoneleigh Place our team was made aware of an issue with non-residents using the block as a cut-through to get to the Henry Dickens Estate.

To help residents feel more secure in their homes, the team added an exit button and fob entry system to the door so only residents of Stoneleigh Place can use it. This was installed free of charge for residents.

The video door entry system project is borough-wide and aims to improve security across all our estates, replacing existing fob-only systems with video entry handsets in every home.



Our contractor, Openview are carrying out the work on our behalf. If you have any questions about the programme please email **Capital.Investment@rbkc.gov.uk**.

Measuring resident satisfaction



Each year we get an independent third party organisation to survey residents to get an idea what you think of our services.

All housing providers across the country carry out these tenant satisfaction measures as part of the regulations for social housing.

The full table of all measures the regulator looks at, and our methodology are available at www.rbkc.gov.uk/tenant-satisfaction-measures or by scanning the QR code.



Measure	2022/23	2023/24	2024/25	Change (2022/23 to 2024/25)
Satisfaction with service overall	60.64%	63.29%	68.17%	7.53%
Satisfaction that we provide a home that's well maintained	59.37%	63.96%	66.26%	6.89%
Satisfaction that we provide a home that's safe to live in	62.01%	66.83%	66.23%	4.22%
Satisfaction with time taken to complete most recent repair	58.28%	63.10%	66.17%	7.89%
Satisfaction with repairs service over last 12 months	62.85%	62.34%	69.13%	6.28%
Satisfied landlord makes a positive contribution to neighbourhood	66.93%	72.81%	74.34%	7.41%
Satisfied communal areas are kept clean and well maintained	66.88%	70.26%	74.76%	7.88%
Residents are treated fairly and with respect	73.39%	74.82%	76.49%	3.10%
Satisfied with extent we listen to resident views and act on them	54.08%	59.51%	60.37%	6.29%
Satisfaction that we keep residents informed about things that matter to them	74.14%	78.30%	78.17%	4.03%
Satisfied with approach to complaints handling	(not asked)	29.17%	30.8%	1.63%
Satisfied with approach to handling antisocial behaviour	63.13%	61.29%	64.07%	0.94%



Over the last three years we've made improvements on all measures. Compared to other London boroughs we're in the top half on most measures. However, we know there's more for us to do to improve. To find out how you can work with us to help shape services that matter to you, email ResidentEngagement@rbkc.gov.uk



TRELICK 53 – Join the Trellick Tower community for a great day out

This July the Trellick Tower Residents' Association will be hosting its fourth annual arts festival. Launched in 2022 to celebrate the building's 50th year, the free festival is firmly establishing itself as a summer staple. Run and curated by local people it's a real community event.

Starting with a film fest on Monday 7 through to Friday 11 July, each day begins with an after school children's feature. This is followed by a selection of shorts for all the independent cinema lovers and a blockbuster scheduled for each evening.

There's a big day out on Saturday 12 July packed with a programme of events to take part in:

- **Free tours:** Organised and led by the Residents' Association, you get a glimpse of life in the Tower visiting homes on various floors.
- **Live music:** A line-up of local bands will create the theme tune to a weekend to remember.
- **Food stalls:** Don't go hungry – keep on the go with a range of healthy food from local providers.
- **Graffiti workshop:** Take your inspiration from top graffiti artists as they paint on one of London's best graffiti walls. Put your name down and make your mark at the workshop.
- **Architectural talk:** What's so special about Trellick Tower? James Dunnett will be enlightening festival goers, especially those with a particular interest in architecture, on some of the history and background to this iconic building and aspects of Brutalism in general. And more...

Keith Benton, Chair of the festival organising committee told us:

"We want all our residents and neighbours across the borough to enjoy a great day out celebrating our diverse art and culture and celebrating all of ourselves!"

The Trellick Tower Festival is funded in part by the Trellick Tower RA with funds from the films made in the Tower, in part by the Trellick Foundation and in a great part by the Council with funding from various wards.

It's organised by a very motivated group of local volunteers representing a wide variety of thought and opinion!

You can find more information at <https://trellicktower.com/trellick53>

Find us at W10 5NY.

Nearest Tube: Westbourne Park on Hammersmith & City/Circle Line.

Buses: 7, 18, 23, 31, 28, 228, 295, 328.



Residents' Associations – we're all part of one community

The support of friends, neighbours and the community at a difficult time inspires Wilson to give back every day.

“Although I grew up in east London, I spent most of my childhood staying with my godmother during summer holidays and weekends. That’s why I have always felt connected and at home in Ladbrooke Grove. In 2020 my life changed dramatically. I was discharged from University College Hospital having suffered heart failure and heart disease CPOD. After some very intense rehabilitation I went to live as a guardian of St. Catherine’s House in Ladbrooke Grove. I was medically referred to the borough, and after six months of navigating bureaucracy,

I was accepted as a resident. I lived in temporary accommodation for one year, during which time my health deteriorated. However, following my last discharge from hospital, I was offered a permanent home on Kensal New Town Estate.

As my health improved, I started to feel bored and frustrated. A poster on local noticeboard led me to attend the Golborne Residents’ Association Annual General Meeting where I met the Chair.

I took on a role advocating for fellow residents, helping to ensure repairs were attended to effectively and on time, campaigning for better lighting and dealing with antisocial behaviour. It hasn’t always been easy, but over time we’ve built relationships with key members of staff, and we now know who to contact to get things done - and how to escalate concerns if necessary.

I’m currently working on setting up a Residents’ Association Network (RAN) - a supportive space where members from across estates can come together to share knowledge, build skills, and combine our efforts to achieve bigger outcomes. There’s the social element too of course.

The Residents’ Association is something that aligns with my beliefs and I believe that together we can achieve better outcomes for the whole community.

If you would like to be part of the development of the Residents’ Association Network, please drop us a line at ra.network.uk@gmail.com stating your interest. Tell us your name and contact details and the name of your RA lead, and we’ll be in touch. Not a member of an RA? Get in touch with us at housingconsult@rbkc.gov.uk to find out who represents your estate.

Get Money Wise

The Council's housing and employment team in partnership with Octavia is holding more Money Wise courses for residents. The courses are designed to help you better manage your finances.

Learn handy tips to help you spot a good bargain, improve your understanding of energy usage and make your money go further! You can earn up to £30 in shopping vouchers and we provide you with a hot lunch. Places are limited so booking is essential. Courses are held over three days, each session starting at 10am and going through until 2.15pm.

If you're interested, please contact housingandemployment@rbkc.gov.uk or call **020 7361 2070**.

Course dates:

16, 18 and 19 September 2025

2, 4 and 5 December 2025

3, 5 and 6 February 2026

Venue: The Reed, 28 Convent Gardens, W11 1NH.



Wellbeing outings

Join the resident engagement team and your neighbours on a cultural outing that will lift your spirits.



Monday 14 July
Leighton House

Thursday 7 August
**Botanical Gardens
(Chelsea Physic Garden)**

Chelsea Physic Garden is one of the oldest and most respected botanic gardens in Europe.

Outings are free but you must register for a place

Email Housingconsult@rbkc.gov.uk
or call **07814 188 168**

View dates online
www.rbkc.gov.uk/housing-news

Friday 15 August
Natural History Museum family trip

Monday 15 September
Leighton House

Thursday 25 September
The Royal College of Music





A day in the life of a financial inclusion officer

Priya joined Kensington and Chelsea's financial inclusion team to support local people with their personal finances.

"I've worked in the financial inclusion team for just over two years now. My colleagues Jim, Steph, and Jacque are great, they are all empathetic, problem solvers, and good listeners. I've learned so much from them already.

I would say that our work is roughly 50/50 speaking to residents on the phone and meeting them in-person. We see people at the office daily, we do home visits for vulnerable tenants and meet people at our monthly Money Cafés.

Whether in the office or locally, we offer advice to tenants who may be experiencing difficulties with debt, welfare benefits, paying their rent or managing their money.

People often don't realise there are ways to maximise their income when they're struggling. With debt there is a tendency to bury your head in the sand. It's slightly harder when there are mental health conditions or other vulnerabilities in the mix, but we have tools to help.

So, whether it's something as simple as giving someone a SIM card or challenging a benefit decision, it is heartening to see how much of a difference these things can make to someone's day.

The role can be mentally quite tough sometimes and the people you are supporting can be in a tricky situation, but knowing you have support from your colleagues makes all the difference.

I would say to anyone struggling that we know it can be overwhelming, and the situation you find yourself in may not be a quick fix. However, there is always support available. Come and visit us, call, email, and we'll do everything we can to help you.

If you can't make it to a Money Café, email financialinclusion@rbkc.gov.uk or call **0800 137 111** and ask for the financial inclusion team.

Money Café

Providing support and advice at four venues across the borough every month to help you better manage the cost of living.

One to one advice drop-in service available 10am to 4pm**

- Welfare and debt help and advice
- Neighbourhood officers
- Library of help and support services

Café operates 10am to 1pm

- Free Lavazza coffee, tea and refreshments
- Digital offers of free SIM cards and fibre broadband*
- Public computers with Wi-Fi

Henry Dickens Community Centre

104 St Ann's Road, W11 4DH
Thursday 10 July 10am – 2pm
No August event

Portobello Court Community Centre

Portobello Court, W11 2DL
Friday 11 July 10am – 4pm
Friday 8 August 10am – 4pm

World's End Community Centre

16 Blantyre Street, SW10 0DS
Monday 14 July 10am – 4pm
Monday 11 August 10am – 4pm

Kensal Resource Centre

Bosworth Road, W10 5EQ
Thursday 7 August 10am – 4pm

For more information call customer services on **0800 137 111** and ask for the financial inclusion team or email **financialinclusion@rbkc.gov.uk**

* SIM up to 12 months, 20GB Data, unlimited calls and texts (available to low-income families aged 18+), free fibre broadband for 12 months – all subject to availability.

** Only during term times and up until 2pm at Henry Dickens Court Community Centre.



Grenfell tragedy anniversary

This month saw the eighth anniversary of the Grenfell tragedy. Support is available for any resident who needs it. If you'd like to find out more please contact the Grenfell health and wellbeing service on **020 8637 6279** or visit **www.grenfellwellbeing.com**



Keeping equality, diversity, and inclusion a top priority

Our housing department is dedicated to treating all residents fairly and equally. We want to make sure that equality, diversity, and inclusion are part of everything we do, and how we communicate.



To make sure we stay up to date with relevant regulation, address inequality and support diversity, we've decided to go through an accreditation process with the Housing Diversity Network (HDN). This process will give us helpful advice and guidance on how to improve our services

and keep equality, diversity, and inclusion a top priority. It will also help us to recruit and keep a diverse workforce.

The HDN's diversity network assessment looks closely at our policies, systems, and strategies, as well as our workplace culture and values. It's not just about following rules—it's about making real changes and putting equality, diversity, and inclusion at the core of what we do.

For more information on the Housing Diversity Network email **Fatma.Chamkhi@rbkc.gov.uk**

Your Health Matters

Are you aged over 50? Are you concerned about your heart health? Your Health Matters is a project that aims to support residents of Golborne and neighbouring wards to learn more about how to prevent and manage heart disease. It is a partnership between Age UK Kensington & Chelsea and Al Manaar.

We want to know what residents need in terms of information and activities that will help improve their heart health. This will help us design a programme that meets the needs of residents. The project will continue up until June 2027. If you would like to talk to us, please call Kate on **07508 327 970** or Intlak on **020 8964 1496**.



Thank you for the feedback

As we develop our policies and strategies, we like to include your views and work with you to develop our services together. Whenever we hold a consultation exercise it's your time to have your say.

Your comments help us tailor our recommendations for how we can deliver services designed to meet your needs. You'll find a list of our open housing consultations online at consult.rbkc.gov.uk/housing-consultations



Communications preferences survey

We've had a great response to our recent communications preferences survey. We're still collating and analysing the results and as soon as they are available, we'll share them with you at www.rbkc.gov.uk/housing-news and in the next Housing Matters.

Thank you for taking the time to share your views.

Communicating with you your way

We send information out about our services in a number of ways, and we want to make sure you're getting the information you need in the best format for you. We'll use the answers you provide to this survey to make sure we're focusing on what matters most to residents in the coming years.

This survey has two parts – firstly it will ask about the formats of information you receive and the kind of information you'd like more of. And secondly, we'll ask about the specific formats and what you think of them.

At the end there will be an option to get more involved with the work of our communications team if you'd like to. By taking part in the survey you can choose to enter a prize draw for a £50 Love2shop voucher.

Please send your completed survey back by 13 May 2025 in the FREEPOST envelope provided.



Reception survey

If you have cause to pop into one of our customer receptions soon, we would love to hear about your experience.

We've made feedback forms available in the reception area that only take a few minutes to complete.

If you are in a hurry or would like to complete a survey online, you can simply scan the code and tell us at your leisure.

Reception service customer satisfaction survey

Our goal is to provide you with a professional, welcoming reception service that exceeds your expectations.

Please take a few minutes to complete the short survey (available at the front desk) and help us tailor our reception service to better suit your needs.

If you can't complete the survey today, or prefer to do it online, visit the link below or scan the QR code.

<https://qr.me-qr.com/l/reception-survey>

If you would like this survey in another language or format, please contact:

HM-Neighbourhood Resident Services@rbkc.gov.uk

Housing Management

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA



Welcome to your new home



New
homes,
Safer
homes

Residents are settling into their new homes in Acklam Road following the completion of the Council properties in September last year.

Acklam Road development provides 32 new homes, of which 20 are for social rent and 12 for market rent. Four of the social homes are fully wheelchair accessible to help meet the diverse needs of residents.

Cllr Sof McVeigh, lead member for housing, recently visited some of the new tenants to hear first-hand how they are finding their new homes.

New tenant, Sharon spoke warmly about her new home saying: "It's so spacious and light, as well as warm, I've not had the heating on. It's perfect for me. I have a disability so it's also great that the building has lifts. These really help. And it's near my daughter and niece."

Sharon has lived in north Kensington all her life, so to be able to stay near her friends and family is great.

Speaking during the visit, Cllr McVeigh said: "It's incredibly rewarding to meet residents who are now enjoying high-quality homes thanks to this new Council building. Seeing residents settled and happy in their new homes is what it is all about.

"Acklam is part of our New Homes Programme, which delivers homes that meet people's needs as well as enabling a vibrant community to flourish."

All homes at Acklam Road include modern features such as air-source heat pumps, thermally efficient windows and doors, and indoor-outdoor winter gardens – offering residents cost-effective, environmentally-



friendly living in line with our commitment to greener, more sustainable homes.

Work is ongoing at two other sites at Silchester Arches and Barlby Road. Both schemes will be completed within the next year.

Pictured are Cllr Sof McVeigh, lead member for housing and Acklam Road resident Sharon in her new flat.

Scan the QR code to view a video of this story online.



ASB – tough on enforcement and strong on support

Most of our residents take pride in living in Kensington and Chelsea. They enjoy close-knit communities and a sense of belonging. However, a small minority continue to cause disruption despite repeated warnings.

Whether it's persistent noise, drug or alcohol-fuelled aggression, prostitution or cuckooing, our Antisocial Behaviour (ASB) team wastes no time in taking tough action when needed. They are also on hand to provide a high level of support to the communities affected by the devastating effects that ASB can have.

From the beginning of April 2024 to the end of March 2025, the ASB team secured ten injunctions, six closure orders and six possession orders.

In April this year, the court granted a three-month, full closure order on a property after the tenant was linked to a serious incident at the premises and found to be using the flat for drug use and distribution.



Report antisocial behaviour

If you witness, or are a victim of antisocial behaviour (ASB), report it directly to your housing management team:

- telephone or email your neighbourhood services coordinator
- telephone customer service team: **0800 137 111**
- report via our online form
- email our ASB team: **HMASBTeam@rbkc.gov.uk**

If you are in immediate danger or if the crime is in progress call **999**.

Tenancy Home Visits – new name – same great service

What was formerly our annual home visit service is now called 'tenancy home visits.' We've updated the name because we may not always be able to visit you every year, and we believe the new name better reflects how the service works.

We're the same team, we will still advise on tenancy and health and safety matters and more. We'll still make sure we have the most

up to date information about you and anyone you live with and get you extra help if you need it. You can still book a home visit and enter our monthly prize draw for a chance to win a £100 love2shop voucher.

If you have any queries contact us at **HM-NeighbourhoodResidentServices@rbkc.gov.uk**

Understanding parking on our estates



It's easy to get caught out if you're not familiar with how parking works on your estate, so we've outlined some key procedures and processes to help make things clear and simple for everyone.

Designated, unallocated parking bays

All our estates operate a marked bay, unallocated parking system. We lease bays to residents on a first-come, first-served basis. There are no designated bays, except for those with a housing management disabled permit, which can be allocated upon request.

Traffic Management Orders

The Council uses Traffic Management Orders to enforce parking regulations on most of our estates. Estates covered by a Traffic Management Order cannot offer individually assigned parking bays, in a similar way to how spaces can't be reserved on the highway. This means that residents may park in any available bay. Permits are issued based on the number of spaces available.

Visitor parking in marked bays

We offer a free visitor parking service in clearly marked bays. There may not always be a space available - visitors should check on arrival and follow all parking rules. Visitor bays are marked 'VIS' on the parking bay.

Street parking and estate parking - know the difference

There can sometimes be confusion between street parking and estate parking. Street parking refers to parking spaces available on public roads, managed by the Council's parking services. Estate parking refers to parking spaces on estates, managed by the neighbourhood resident services team. Please make sure you follow the correct rules for each.



Disabled parking - blue and purple badges

Residents with blue badges sometimes mistakenly believe it allows them to park on our estates. While a blue badge allows for certain parking privileges on public streets, it does not automatically grant the right to park on housing management estate grounds.

The Government's Blue Badge scheme doesn't apply to central London due to traffic congestion and the high demand for parking space. Our Purple Badge scheme for disabled residents runs alongside the Blue Badge scheme. Purple badge holders can park on the street without additional charges and will be eligible for a designated parking bay.

To qualify for a purple badge, you must:

- hold a blue badge
- live, work or study in the borough

You can apply for a purple badge by contacting the Council's parking team **HM-Parking@rbkc.gov.uk**

To use disabled parking bays on our estates, residents need both a blue badge and a purple badge and must complete the application form for a disabled bay permit.

We encourage all residents to apply for the purple badge if they wish to park on estate grounds. Residents applying for blue or purple badges will need to pay for parking until their permit is issued. We review requests for changes related to disabled parking three times a year—in February, June, and October—as part of our miscellaneous parking amendments.



Vehicle registration changes

Residents must keep their vehicle registration details up to date. This helps avoid fines or enforcement issues. To update your details, email **HM-Parking@rbkc.gov.uk** or call **0800 137 111** and ask for the estate parking team.

Garage audits and new licence agreement for health and safety

We conduct continuous garage audits to ensure compliance with health and safety standards. As part of this, we'll be introducing a new licence agreement for all garage users. The agreement outlines residents' responsibilities and safety requirements. If you have a garage, you won't need to take any action, your new licence will be sent to you.



Please contact us if you have any queries about parking on estates at **HM-NeighbourhoodResident Services@rbkc.gov.uk**



*Parking bays and garages are allocated according to availability. If no spaces are available at the time of request, applications will be held on a waitlist. Costs are available at **www.rbkc.gov.uk/parking-estates**.*

VE day street party – It's more than a knees-up!

As residents of Notting Barn Estate come together to celebrate the eightieth anniversary of VE day, it's more than a knees-up for Terri Camm, it's about pride, belonging and community.



"I've lived in the borough all my life. My family roots go back generations. My great great, great-grandfather had the first electric wood chopper in his shed in Lonsdale Mews.

"My dad's uncles were all bin men across the borough after the war - all the family were involved in rubbish in one way or another – they were either bin men or scrap metal

collectors on horse and cart. My nan's cousins were all part of one of the first groups called 'totters' along with a few other families in the area.

"Dad was a caretaker on the Balfour Burleigh and Acklam Estate in the 80s and St Charles when I was born in 1987. Everyone knew him, he was a popular figure.

"He had seven uncles who all went off to war and fought in different regiments throughout Italy. Miraculously they all survived unharmed, apart from my great uncle Frank. He was shot at on the river Po in Italy. The bullet hit his helmet and made such a noise that he was left permanently deaf. He used to joke that he was going back there to look for his hearing."

Terri treasures the memorabilia her uncles brought back with them.

"I still have the bullet that hit my uncle Frank's helmet, his release paper, medals, photos, newspapers and so much more.

"I am now the chair of the Italy Star Association East Kent Branch, which I'm so proud to continue in their name.

"I'm the last one of the family left here now but I love it. It's a neighbourhood with a great vibe and it's where my history lies.



"It's the icing on the cake to be able to plan this VE day street party with my friends and neighbours and remember all those who made sacrifices for us. Everyone has played a part, it's a fantastic atmosphere, a great community, and I wouldn't want to live anywhere else."

Would you like to share your story of living in Kensington & Chelsea? Drop us a line at housing.matters@rbkc.gov.uk

You can read more about Frank's story at www.italystarassociation.org.uk/branches/east-kent



Showcase your communal gardens with a plaque

Does your block or estate have a communal garden you're proud of? If it does, we would love to work with you to showcase your green space in an informative and welcoming way.

A garden plaque can highlight the wildlife that lives in or visits your garden and help local people connect with nature on their doorstep. If you are interested in having a plaque and can share some details about the most common wildlife spotted in your gardens, please get in touch with us at HM-Environmentalservices@rbkc.gov.uk



Homeowner hub

Understanding Section 20 of the Landlord and Tenant Act 1985.

Section 20 of the Landlord and Tenant Act 1985 is an important piece of legislation that protects leaseholders from unexpected service charge costs. It sets out the legal process landlords must follow when planning to carry out major works to a building or when entering into long-term agreements for services, such as maintenance contracts. Specifically, consultation is required if the cost of the proposed works is expected to exceed £250 per leaseholder, or if a long-term agreement will cost each leaseholder more than £100 per year.

The purpose of Section 20 is to ensure transparency by involving leaseholders in the process before large costs are committed. To comply with the law, landlords must issue formal notices; this process could involve up to three different stages depending on the nature of the work. These notices provide information about the proposed works or agreements and invite leaseholders to submit observations, questions, or concerns. The Council must have regard to all observations received within the specified observation period.

If a landlord fails to follow the consultation requirements correctly, they may be limited in

the costs they can recover from leaseholders. In such cases, they would need to seek a formal dispensation from the First-tier Tribunal (Property Chamber) to proceed.

As a leaseholder, understanding your rights under Section 20 means you can actively participate in decisions that affect your building and service charges.

Leaseholders will only be invoiced for their contribution once the works on site have been completed. To support residents, the Council offers flexible and generous payment options, allowing the cost to be spread over time and making it as manageable as possible.

If you have any queries email us at HM-homeownership@rbkc.gov.uk or call us on **020 7605 6464**.



Leaseholders at our lease extension event in February.

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



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YOUR LOCAL HOUSING OFFICES

Malton Road Office

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

Blantyre Office

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

Pembroke Office

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

Lancaster West Estate Office

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

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

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