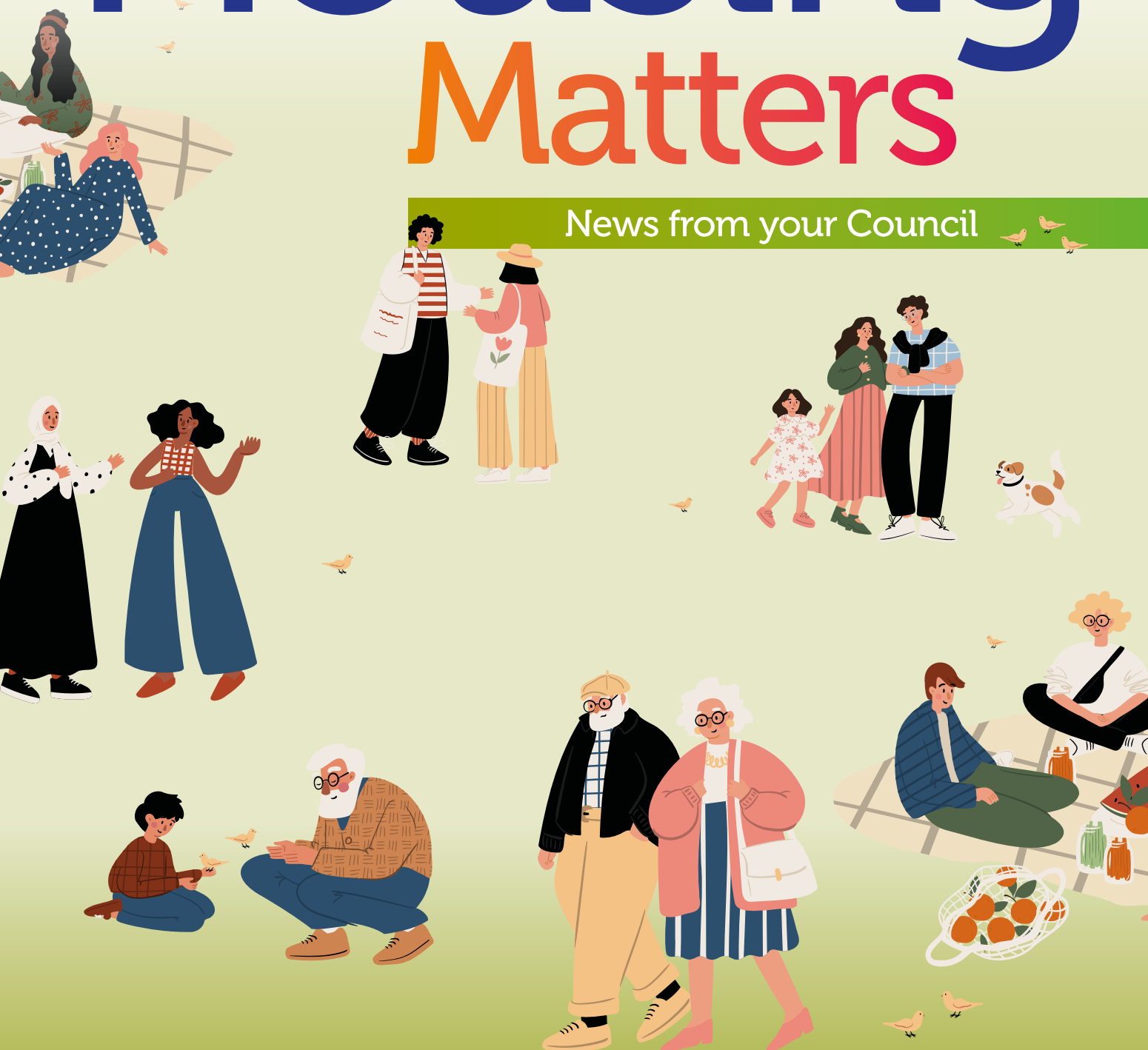


Housing Matters

News from your Council



A new lead member for housing

Time to book your home condition survey

Tackling antisocial behavior and tenancy fraud

Support to deal with the cost of living

Your view of our performance



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Those summer nights

This summer, we're going to pilot some extended opening hours at our housing receptions.

We want to see if staying open a bit later improves accessibility – so if you do use the service, please let us know your thoughts.

The trial period will run throughout the six-week school summer holiday from **Monday 20 July to Friday 28 August**.

During these extended hours, our on-site team will be available to triage enquiries and provide support to residents who prefer to access services in person.

Pilot opening hours

Tuesdays:

Baseline Studios, W11: 8am to 6pm

Wednesdays:

Blantyre Office, Worlds' End Estate: 9am to 6pm

Thursdays:

Malton Road Hub (Ladbroke Grove): 9am to 6pm



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.



A new lead member for housing – Cllr Cem Kemahli

I want to introduce myself as the new Lead Member for Housing, I am incredibly excited to get started!

Firstly, I want to thank Sof McVeigh as my predecessor, with the help of our engaged residents, and dedicated team she has managed to bring down the number of families in temporary accommodation, reduce spend on hotels, and deliver the homes our residents need. She's done a wonderful job and I've got big boots to fill. I also want to thank Cllr Kim Taylor Smith; as former deputy leader, he fundamentally changed this council's approach to housing and to its residents and he leaves behind a long list of successes and positive change.



A bit about me

I am absolutely committed to our Grenfell Inquiry obligations and our collective promise to bring about lasting, meaningful change to housing in this borough. I am unashamedly a YIMBY (Yes In My Back Yard). I believe in delivering homes and housing. Good homes give residents security, they provide the basis for family life, and they give everyone a stake in their local society. A good home also means a decent home, and as such our commitment to meet the Decent Homes standard by 2030 will remain undimmed.

I believe in the power of building and creating homes for people to live in and will not be shy in advocating for more homes across the borough, and in London.

I must also be honest about the challenges ahead. Our Housing Revenue Account is under a lot of pressure due to a number of external factors. We have more than £500 million of major works to deliver over the next four years. To meet these demands, we will need to make difficult decisions, including deciding where your rent is best spent and considering selling some of our standalone street properties as they become vacant. Residents will, of course, be central to those decisions.

I am clear about the responsibility I am taking on. The Council must lead the way on housing, firmly grounded in the vital lessons of the Grenfell tragedy. I want our housing service to be a national example of what an empathetic and responsible council can achieve.

All of this is possible, and I look forward to working with residents to make it happen.

Best wishes,

Cem

Allom and Barlow

Work is progressing well on the Allom and Barlow estate in north Kensington. This £1 million investment is part of our boroughwide major works programme. Working with our contractor, Amber, we are delivering the following upgrades across the estate:

Replacing windows with energy-efficient UPVC models

Installing extractor fans to minimise condensation in kitchens and bathrooms

Roof repairs

Redecorating the communal areas

Upgrading the current timber doors to metal

Works began in October last year. We've made good progress, and plan to have everything finished by the end of this summer.

Back in April, former lead member for housing, Cllr Sof McVeigh, visited the estate to have a look for herself at the great work being carried out and speak to residents about their experiences.

See Cllr Sof McVeigh speaking with residents and looking around the estate on our YouTube channel. Scan the QR code which will take you straight to the video. www.youtube.com/watch?v=x46JIZ02vb8



**New
homes,
Safer
homes**

Kitchens and bathroom update

Over the next five years, we'll be continuing our major works programme to make your homes modern, safe and energy efficient.

With an investment of more than £23 million in the next two years, we'll be bringing kitchens and bathrooms up to standard for over 1,965 households.

As of the end of May, we've installed 705 new kitchens and 490 new bathrooms in homes across the borough. We have a further 81 homes booked in and ready for new kitchens and bathrooms to be installed.



If you would like to speak to a team member to find out if you are eligible for a new kitchen or bathroom, email kitchenandbathroom@rbkc.gov.uk or call us on **0800 137 111** and ask for the kitchens and bathrooms team.

Help keep those drains clear



Take a moment to prevent clogged drains for you and your neighbours. It may seem like the easiest option, but please resist the temptation to pour oils and fats down the kitchen sink after cooking.

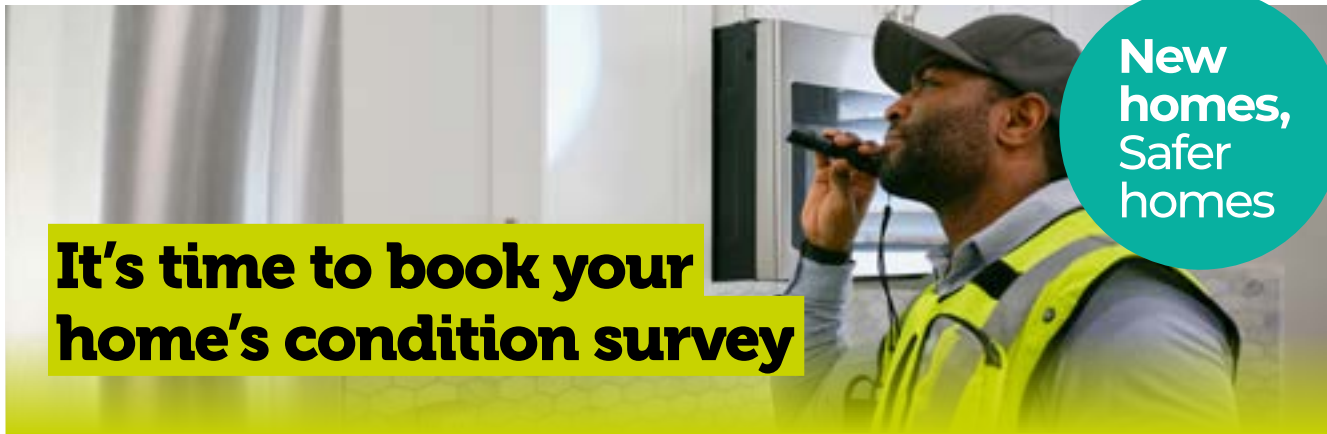
Cooking fat and oils eventually turn solid and build up in your pipes. When this happens, it causes blockages which create issues for everyone in the immediate area.

This is particularly common in blocks of flats or converted houses where different homes share the same plumbing.

Blockages may cause dirty water to back up into neighbours' sinks or baths.

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

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



New
homes,
Safer
homes

It's time to book your home's condition survey

We manage over 7,000 homes and rely on accurate, up-to-date information to keep them in the best condition possible. Every five years we carry out condition surveys on all our tenanted homes. Our latest, most comprehensive survey is now underway and will take approximately two years to complete.

Surveys take around 30 minutes. The key areas we'll examine include the roof, windows, external doors, kitchen, and bathrooms, as well as gutters and downpipes. This process helps us ensure your home is safe and free from serious hazards.

To date, with our partner Rapleys, we have completed more than 5,000 surveys and have 2,000 to go. Thank you to everyone who has booked an appointment so far.

The surveys are a requirement under the Safety and Quality Standard within the Consumer Standards that became law on 1 April 2024 (Social Housing Act 2023).

As such, you do need to allow us access to complete the survey. If access is not provided, we may need to take further action.

If you have been contacted and asked to book your appointment, you can do so by scanning the QR code.



Alternatively, you can call the customer service centre on **0800 137 111**.

Please contact the team directly if you have any questions about the condition survey process at **stockconditionsurveys@rbkc.gov.uk**

Grenfell anniversary

June marked the ninth anniversary of the Grenfell tragedy. This is a particularly difficult time for many in our community.

Support is available for any resident who may need it. If you would like to find out more or speak to someone, please contact the Grenfell Health and Wellbeing Service.

www.grenfellwellbeing.cnwl.nhs.uk





Making heating fairer for you

This article is for residents who get their heating or hot water from a heat network. That's where several households get their heating and hot water from a shared boiler outside the home.

What's changing?

The Government has introduced new laws to give more protection to residents on heat networks. These include:

- support for vulnerable residents who need extra help around service disruptions
- clearer and fairer billing for heat and hot water
- access to the Energy Ombudsman to help resolve complaints

In the future, instead of sharing the total cost of heating with your neighbours, you will be charged only for the heating and hot water your own household uses.

What does this mean for you?

To make this possible, individual heat meters need to be installed in each home. These meters will measure how much energy you use.

Why can't this happen straight away?

Many of our heat networks are older and less efficient. The government does not want residents to pay more because of inefficient systems.

So we need to carry out viability assessments to help us understand:

- how efficient your current system is
- whether it can support individual meters
- what improvements may be needed

We will be carrying out these assessments over the next few months. We'll need to look at a sample of homes on each network, so our team may contact you when we're working in your area.

What happens next?

If your network is ready: We'll let you know and share plans for installing individual meters.

If your network needs improvement: We'll explain what work is needed and when it's likely to happen. This will be part of a longer-term programme to upgrade systems over the coming years.

We'll keep you updated at every stage and let you know how you can share your views.

Ongoing improvements

Some heating and hot water systems are already being upgraded as part of our planned maintenance programme, particularly where systems have reached the end of their lifespan. These improvements are already helping to make services more reliable and efficient for residents.



Finding it hard to keep up with bills and living costs?

Missing out on benefits or grants you could claim?

Look no further

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

Drop into our Money Café for a coffee and:

- debt advice
- budgeting and saving tips
- benefit checks, appeals and grants eligibility
- information and connection to other support services to improve your wellbeing
- digital inclusion information

When you drop in, you'll also have an opportunity to share your thoughts on our service, voice your opinions, and help us improve.

Kensal Resource Centre

Bosworth Road, W10 5EQ

2 July 2026 10am to 4pm

6 August 2026 10am to 4pm

3 September 2026 10am to 4pm

World's End Community Centre

16 Blantyre Street, SW10 0DS
(Back of Chelsea Theatre, next to
Ashburnham Community Primary School)

13 July 2026 10am to 4pm

10 August 2026 10am to 4pm

14 September 2026 10am to 4pm

Portobello Court Community Centre

Portobello Court, W11 2DL

(Corner of Westbourne Grove, Opposite
number 121 Portobello Road)

16 July 2026 10am to 2pm

20 August 2026 10am to 2pm

17 September 2026 10am to 2pm



Yes, you can eat healthily on a tight budget

All you need is a kitchen and a phone

Join a free Bags of Taste food resilience course and learn to make delicious, healthy meals from all over the world while saving money.

How it works

- We deliver three step by step recipes and all the ingredients you need to your door.
- Your personal mentor will support you by phone or WhatsApp with lots of tips and advice along the way.
- At the end of the course you get a free recipe wallet.

What do I need to do?

All we ask is that you cook the three recipes and send us photos of your lovely food.

How long does it take?

About two weeks, but you can work at your own pace.

How do I join?

Register online at www.bagsoftaste.org/students Call or WhatsApp 07790 464 305 or Email KandC@bagsoftaste.org



Communal areas and balcony storage policy. Have a say

We've updated our Communal areas and balcony storage policy and would like your thoughts.

The updated policy strengthens fire safety and communal area management by specifically prohibiting the storage, parking, charging, or use of e-bikes, e-scooters, and mobility scooters within communal areas, alongside existing measures to keep shared spaces and escape routes clear, safe, and accessible for all residents.

View the policy and comment online at www.consult.rbkc.gov.uk/housing/storage-policy/

The consultation closes on Sunday 19 July 2026



Mobility scooter, e-bike and e-scooter policy

We've revised our Mobility scooter, e-bike and e-scooter policy. Please tell us what you think.

The revised policy makes clear that e-bikes, e-scooters, mobility scooters, and similar motorised vehicles must not be stored, parked, or charged in communal areas. due to the significant fire and safety risks they pose.

The policy does this while balancing resident independence and accessibility needs.

View the policy and comment online at www.consult.rbkc.gov.uk/housing/e-bike-policy/

The consultation closes on Sunday 19 July 2026



Are you satisfied?



Every year we ask a sample of our tenants a series of questions to find out more about how you think we're performing. The questions are set by the Regulator of Social Housing, and all social landlords ask their residents the same questions. You can find out more details by scanning the QR code.



We benchmark our results against other London councils, and on all measures we perform above the median London score, and in most cases we're in the top quartile. While most of our measures are moving in the right direction we know we still have work to do to deliver on our promise of being the best council.

Satisfaction measure	2022/23	2024/25	2025/26	Change since 2024/25	Change since 2022/23
Satisfaction with overall service from landlord	60.64%	68.17%	66.04%	-2.13%	5.4%
Satisfaction with the overall repairs service over the last 12 months	62.85%	69.13%	70.6%	1.47%	7.75%
Satisfaction with time taken to complete most recent repair	58.28%	66.17%	67.72%	1.55%	9.44%
Satisfaction that we provide a home that is well maintained	59.37%	66.26%	68.61%	2.35%	9.24%
Satisfaction that we provide a home that is safe to live in	62.01%	66.23%	71.04%	4.81%	9.03%
Satisfaction that we listen to tenants' views and act upon them	54.08%	60.37%	60.36%	-0.01%	6.28%
Satisfaction that we keep tenants informed about things that matter to them	74.14%	78.17%	80.69%	2.52%	6.55%
Agreement that we treat residents fairly and with respect	73.39%	76.49%	75.18%	-1.31%	1.79%
Satisfaction with our handling of complaints	30.80%	30.80%	31.08%	0.28%	0.28%
Satisfaction that we keep communal areas clean and well maintained	66.88%	74.76%	74.5%	-0.26%	7.62%
Satisfaction that we make a positive contribution to neighbourhoods	66.93%	74.34%	74.62%	0.28%	7.69%
Satisfaction with our approach to handling antisocial behaviour	63.13%	64.07%	61.69%	-2.38%	-1.44%



This year's satisfaction measures survey is starting in early July. If you get a call from Kwest who carry out the surveys for us, please take the time to have your say.

Our plans to improve

We want to provide you with excellent services across the board and improve on the areas highlighted by the Regulator for Social Housing in our inspection last year.

The Regulator said the two main areas for improvement are:

the number of homes that meet the Decent Homes standard

the number of homes where we have carried out a condition survey in the last five years

We've written our new housing improvement plan which sets out how we'll address these issues.

Decent homes

Over the next four years we plan to make sure every home we manage meets the standards. Our 2026/27 HRA Business Plan sets out how we'll invest more than £500 million to improve your homes with things like new kitchens and bathrooms, and modern windows and roofs. This is called our Major Work Programme and it's already well underway. **See page 4 for details.**



Condition survey

By the end of this year, we will have completed a condition survey in every home we manage. This programme of inspections started last year, and our team are contacting residents to arrange a time to visit. It's really important that you allow us in for the survey as it helps us plan the major works and spot any immediate safety concerns.



See page 6 for details.

Other areas for improvement

As always, resident safety is our main priority. Our 'Maintaining and investing in residents' homes – Housing Asset Management Strategy' which we launched earlier in the year, sets out how we'll ensure we're keeping your homes safe and well repaired.



We'll be making changes to some of the ways we engage residents in how your homes are managed. We'll also make sure you have the chance to have your say, and shape our services in a way that works for you.

See page 13 for details.

Please remember you need a parking permit to park on our estates. This this applies to motorbikes as well as cars.



Bikes chained to railings, left under windows, or blocking paths and entrances can create safety risks and inconvenience for other residents. Please park considerately and only in a marked bay.

Parking enforcement operates across our estates. If your motorcycle is not in a marked bay or does not have a valid permit, you may receive a penalty notice or have your vehicle removed.

Thank you for helping to keep our neighbourhood safe and accessible for everyone.

Parking policy online **www.parking-on-estates**.

For more information contact **HM-Parking@rbkc.gov.uk**

Residents put repairs to the test

Written by
residents

Scrutiny panel members Rosie Easom and Vassilis Zavitsanos, share their findings of a review of the Council's repairs service.

What we did

For 18 months, as part of a Scrutiny Panel, we carried out a resident led, in-depth review of RBKC's housing repairs service and published our report last year.

Our aim was to understand residents' experiences, identify what is not working well, and recommend practical improvements that will deliver a more effective, more efficient service for everyone.

We examined repair cases, reviewed performance data, interviewed staff, met with senior officers, and listened carefully to residents' feedback.

What we found

The review found key issues affecting the repairs process, for example, poor communication, missed appointments, repeated visits, delays in completion, lack of follow-up, poor coordination and outdated systems that make it harder for both residents and staff to resolve problems efficiently. These issues resulted in unnecessary delays, avoidable costs and hassle for residents.

Our report, 'Repairing Trust', sets out practical recommendations for improvement. Some of these are outlined below:

- Improving communication. The Panel has recommended automatic text reminders 48 hours and 24 hours before appointments, as well as updates on the day of the repair. Residents should also be informed immediately if appointments are delayed or need to be rescheduled.
- Introducing a new post-repair feedback system. This would allow every resident to quickly share feedback after a repair through a short survey link sent by text or email. This will help improve accountability and identify recurring problems more quickly.
- Creating an 'easy to use' self-service repairs portal where residents can report repairs, upload photos, and track progress online at any time of day.
- Stronger monitoring of contractors and their work and behaviours in our homes, to help ensure repairs are completed properly, efficiently, and to a good standard first time.

The review focuses on improving systems, processes, accountability, and resident experience rather than blaming individuals. Staff are often working hard but within systems that need modernising.

We acknowledge that not all residents are comfortable with digital methods and note that it is important those residents can still access repairs through telephone and face to face support but also that digital training is easily accessible.

We hope our report and recommendations will help contribute to lasting improvements across the repairs service and build trust in residents and help RBKC to deliver a repairs service that is more efficient, transparent, accountable and resident-focused.

Find out more about the report and the response here bit.ly/4g2WaE3.

The Council's response to the report

You said – we did...

Thanks to Rosie and Vassilis for the time and effort they spent on their report. We took their findings and created a plan for our repairs service to make sure their suggestions were brought into the service wherever possible.

Some of the things we've done so far include:

- Insisting on photos for every completed job, targeting our post inspections, and improved oversight on third party contractors
- Improving how our repairs team share information with our major works team to minimise duplication of work
- Making sure we're not booking repairs where the work should be carried out under an existing warranty
- Reviewing complaints about repairs on a weekly basis to make sure we're responding quickly and learning from themes in complaints.

Some things that are still to come:

- We're improving our online repairs portal to make it more useful for residents and plan to relaunch it this year.
- We're looking at options to improve our communication with residents during repairs, from booking to completion, including an improved text messaging service.
- We want to get an improved diagnostics tool to help us get things right first time



New ways to get involved coming soon...

If you're inspired by Rose and Vassilis and you'd like to get involved, watch this space. Following consultation and co-design work with residents, we're developing a new Resident Involvement Strategy. It will build on the successes achieved so far while creating more opportunities for residents to influence and shape the services they receive.

We know people want to engage in different ways, so the new approach will encourage participation through a broader range of channels and formats. This will help ensure that more voices from across the community are heard. We'll explore both in-person and digital opportunities for residents to share feedback, contribute ideas and help inform decision-making.

The aim is stronger partnership between residents and services, with meaningful, accessible engagement which is responsive to the needs of the community.

We'll be sharing more details in the coming weeks, so please keep an eye out for further updates.



Senior residents turned up the heat with a lively Caribbean-themed celebration

We know our residents love a party. Once the music starts there's no stopping them. This year's event brought a vibrant Caribbean flavour, with a steel band to welcome and set the scene for more to come.

Following introductions to our special guests, new Mayor Janet Evans, Cllr Cem Kemahli and Senior Public Health Strategist Kate May, guests were served a delicious three course Caribbean lunch and drinks.

The afternoon continued with a raffle and super prizes, time to mingle, dance to the band, and sing along with the amazing 50-piece choir.

The senior lunch is a much-loved annual event – a special chance to come together, enjoy good food and celebrate friendship in a warm and welcoming atmosphere.

Thank you to all who took part and made this such a fantastic event.

HM-ResidentEngagement@rbkc.gov.uk



Get involved!

Our borough is home to a wealth of world class museums, galleries, music venues and art spaces.

Join us on one of our regular wellbeing outings to explore, learn and enjoy a shared experience.

Chelsea Physic Garden

11am on

27 August

23 September

Royal Hospital

11am

25 July

Saatchi Gallery

14 September

11 September

Events are free, just register for a place.
Email **Housingconsult@rbkc.gov.uk**
or call **07814 188 168**.

Help make sure we're getting it right

Mystery shoppers

We want to make sure our housing services are working well for residents, and for you to be involved in how your homes are managed. Help us improve by becoming a mystery shopper.

If you are disabled, or care for someone who is. Join us at the next disability forum and get your voice heard.

Email **Housingconsult@rbkc.gov.uk**



Mark your diary for the housing event of the year!

The annual Residents' Summit will be held at the Town Hall on **Saturday 14 November 2026** from **10am to 4pm**.

The resident engagement team run a programme of training sessions to teach you the skills to become an effective advocate for your community and drive positive change.

Intro to the Council

6pm to 8pm

Thursday 9 July

Committee Room 2,
Kensington Town Hall, W8 7NX

A simple guide to how the council works - its structures, its departments, how decisions are made, and by whom.

Applying for funding

12pm to 2pm

Tuesday 4 August

Committee Room 2,
Kensington Town Hall, W8 7NX

Discover what funding is available to you and your communities from the council and other sources and learn how to apply for it.



Could it be tenancy fraud?

Tenancy fraud blocks families in need from the housing they are entitled to. Dealing with a minority of residents who unlawfully sublet their homes, don't occupy the home as their main address, or allow occupation by people who aren't entitled to be there.

There are more than 3,000 families on the Council's housing register, and it can take up to five years for them to be offered a secure tenancy.

Tenancy fraud isn't fair, it isn't right and if you suspect it we need you to report it.

Tackling tenancy fraud is one of our key priorities. Our housing investigation team work proactively to identify, investigate, and recover properties from people exploiting the system.

Within the 2025/26 financial year, the team recovered a total of 20 properties, ranging from studio flats to five-bedroom family homes. All were secured through legal proceedings, underlining the Council's firm commitment to tackling tenancy fraud.

Building on this progress, the team is aiming to match or exceed these results in the year ahead. In the most serious cases, we consider criminal prosecutions to send a clear message that tenancy fraud will not be tolerated.

With your help we're making progress, tackling tenancy fraud remains a shared responsibility so please continue to identify and report it. That way more homes can be returned to those who truly need them.

If something doesn't seem right in your neighbourhood it's worth reporting.

Some signs of tenancy fraud include:

- unfamiliar faces regularly entering or leaving the property
- unusual comings and goings at odd hours
- a property that appears over-occupied
- Curtains or blinds consistently closed, or the property appearing empty for extended periods
- Advertising of the property on short-term let sites (e.g. Airbnb, SpareRoom)

These signs don't guarantee fraud, but they are worth checking. With your help we can reclaim homes and restore them to the community. Don't worry, you can report anonymously and you'll be doing your bit to help stamp out tenancy fraud.

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

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

Tenancy fraud is a crime and if proved, can result in a hefty fine or even a prison sentence.

A personalised approach to tenancy support

A home is more than just a place to live. It can be a source of stability, security and belonging, however for some it can feel overwhelming. Everyday tasks that many take for granted can become significant challenges and small issues can quickly escalate into larger problems.

Our specialist tenancy sustainment officers deal with these situations daily, with compassion and understanding.

Our tenancy sustainment officer, Angela, was alerted to the plight of an 82-year-old resident who, due to declining mental health, had damaged their home. The resident had no gas or electricity, was overwhelmed by extensive hoarding, self-neglecting and struggling to maintain their home.

Gradually, with gentle persuasion and understanding, Angela was able to engage with the resident and arrange decluttering, deep cleaning, report repairs and manage debt to enable gas and electricity to be reinstated.

Angela accompanied the resident to hospital and encouraged them to engage with community services to ensure they take their prescribed medication. They now receive support with shopping, cleaning and have a community alarm system installed.

This is just one example of the work that goes on in collaboration with our partners to support our most vulnerable residents.

Angela's team works collaborate closely with other services to support our most vulnerable residents. We thank our partners Kensington and Chelsea District Nursing Trust, Campden charity, ASC- Adult Social Care, Community Mental Health Hubs, GP's, Alcohol and Drug Services, befriending Repairs and Surveyors, Compliance, Health & Safety, Environmental, Neighbourhood, Income, Financial Inclusion, 24/Seven (clearance service for hoarding and deep clean requests). Without these services our customer would struggle to achieve their goals.

If you've got concerns...

If you're worried that a neighbour or family member is struggling, you can let us know in confidence. Call our team on 0800 137 111 and ask to speak to someone in tenancy sustainment.



A joined-up approach to tackling antisocial behaviour



A joined-up approach to tackling antisocial behaviour

Antisocial behaviour (ASB) such as noise, aggression, or drug-related activity can seriously affect residents. The effects are varied, but often deeply distressing for those affected.

Our ASB team will take action when needed and aim to resolve issues early wherever possible.

During investigations we often find that ASB is linked to underlying issues such as poor mental health, rather than intention to cause harm. We make sure we deal with the effects of the behaviour through a range of measures, and we'll use court action as a last resort. We also want to make sure all residents get access to the appropriate support to sustain their tenancies and deal with behaviour at an early stage.

The mental health worker role

We have a qualified adult mental health worker as part of the team. Since they joined, more than 36 residents with complex needs have been supported. Notably, 86 per cent of cases that might previously have progressed to court have instead been resolved through early intervention.

By working with health services and other partners, the team has achieved significantly better outcomes for residents. This approach also delivers substantial financial benefits, with estimated savings of £3,000–£5,000 per case by avoiding costly legal proceedings.

Early intervention in practice

In a recent case, the team received reports of a resident persistently shouting, screaming and banging, causing significant concern and disturbance to neighbours.

Through joint working between the ASB mental health worker and health services, the resident agreed to be admitted to hospital and receive ongoing support. This intervention brought an end to the antisocial behaviour and, crucially, got the resident the care they needed.

In most cases, receiving the right kind of support has enabled residents to remain living independently in their homes, improving outcomes for the individuals and the wider community.

Reporting antisocial behaviour

If you are experiencing or witnessing antisocial behaviour, please contact your neighbourhood services coordinator.

Depending on your location within the borough, you can use the following email addresses:

North:

HM-HousingNorth@rbkc.gov.uk

Central:

HM-HousingCentral@rbkc.gov.uk

South:

HM-HousingSouth@rbkc.gov.uk

Home Ownership updates

We are pleased to announce the re-launch of our service charge working group. This group has been established to provide residents with a dedicated forum to share their opinions, raise concerns, and work collaboratively with us to improve communication, understanding, and transparency around service charges.



The aim of the group is to create an open and constructive dialogue between residents and RBKC, helping to ensure that service charge information is presented in a way that is transparent, accessible, and beneficial for everyone. We recognise that service charges can sometimes feel complex, so one of the key objectives of the group will be to review how information is shared, explained, and reported to residents, with a strong focus on openness, transparency, and accountability.

The group will meet quarterly in person, with the first session scheduled for June 2026. To ensure discussions remain focused and that all participants have the opportunity to contribute, membership will be limited to 15 residents at any one time. A waiting list will be maintained for those who wish to join, and priority will be given to residents who were part of the previous working group.

For further details about the group and how residents can participate, please contact **hm-homeownership@rbkc.gov.uk**

Trellick Festival returns

The annual celebration of North Kensington's iconic Trellick Tower returns this year from Monday 6 July to Saturday 11 July. This marks 54 years since the building was opened.

The free film festival runs during the week with three films a day shown on the big screen through the week, and arts and science activities for children each day.

The celebrations are capped off with Saturday's Music, Food and Art day. Take in the sights and sounds with music, the 'beach' and the legendary hall of fame graffiti wall.

It's community organised, free to take part, and a great day out.

Check out **[TrellickTower.com](https://www.trellicktower.com)** for more info.



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

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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

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Spanish

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