



| | |
|--|----|
| Welcome from Cllr Sof McVeigh | 2 |
| Cyber attack update | 3 |
| Christmas and New Year arrangements | 3 |
| Our Regulator of Housing inspection – next steps | 4 |
| Dan says farewell | 6 |
| We welcome Jahed | 7 |
| Could it be tenancy fraud? | 8 |
| Major works update | 10 |
| Dealing with damp and mould | 11 |
| Awaab's law | 12 |
| Don't be lonely – get involved | 12 |
| Tackling our budget challenges | 13 |
| How to get financial help | 14 |
| Water company scheme to cut bills | 15 |
| Paying your rent over Christmas matters | 15 |
| An opportunity for 18 - 21 year olds | 15 |
| Aids and adaptations | 16 |
| The Residents' Summit | 17 |
| Tenancy home visits | 18 |
| Cleaning team shortlisted for awards | 19 |
| A multi agency approach to antisocial behaviour | 20 |
| A new Resident Involvement Strategy | 21 |
| A new style annual report | 21 |
| Thinking of selling your home? | 22 |
| Pick up after your dog | 23 |
| Please don't feed the pigeons | 23 |

Welcome to this edition of Housing Matters.

It was fantastic to join many of you at the Residents' Summit in November and to hear your views on how we're doing. I really value opportunities to meet with residents, and I appreciate the challenge and advice you provide on how we can continue to improve.

A huge thank you to Rose and the resident steering group for pulling the Summit together. It was great that our soon to be new director of housing management, Jahed Rahman, was able to join us, and we're looking forward to him starting in January. And thank you to Kojo who has stepped across from housing needs and brought his expertise to the team for the last six months.

January also brings the departure of our executive director, Dan Hawthorn, who is leaving to take up a role at Camden Council. Dan joined us nearly six years ago and has helped to shepherd us through Covid-19, ensure lessons learnt from Grenfell are embedded, and has been a real driver of continual change and improvement in all our housing teams. I wish Dan all the best for the future.

Elsewhere in this edition, you'll find an update on our major works programme. I am really pleased that this year we have fitted 672 new windows, replaced 371 new kitchens and that 947 homes have benefited from repairs and redecorations to communal areas. There is always more to do, but it is encouraging to see the progress we're making.

Thank you for your patience and understanding as we work through the impacts of the cyber attack. Our teams are working hard to try to maintain as much of normal service as possible, but we know there have been some disruptions. We will keep you up to date with any developments or changes to our service. If you celebrate Christmas, I wish you a very happy one and I hope everyone has a restful and enjoyable festive period.

Merry New Year to everyone.

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 on 0800 137 111.

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



Cyber attack update

We've been the victim of a cyber attack which has affected systems and phone lines across the Council.

The attack involved the criminals copying some data from our system and taking it away. While we still have access to all our data, there is a possibility that some of the copied data may end up in the public domain.

We know this may be unsettling news for you and we're working with the National Cyber Security Centre (NCSC) and the police to investigate the matter.

Please be extra vigilant when you receive calls, emails, or text messages. If you're worried about the data breach and what impact it may have on you, please visit the NCSC website for advice. For our most up to date information and FAQs visit www.rbkc.gov.uk/newsroom

Data breaches

www.ncsc.gov.uk/guidance/data-breaches

Staying safe online

www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online

Christmas and New Year arrangements

Housing Management reception areas at Malton Road and Blantyre Street will be closed on Christmas day, Boxing day, and New Year's day. Normal opening hours operate at all other times.

| Date | Opening Hours |
|-----------------------|---------------|
| Wednesday 24 December | 9am to 5pm |
| Thursday 25 December | Closed |
| Friday 26 December | Closed |
| Monday 29 December | 9am to 5pm |
| Tuesday 30 December | 9am to 5pm |
| Wednesday 31 December | 9am to 5pm |
| Thursday 1 January | Closed |
| Friday 2 January | 9am to 5pm |

Call us on **0800 137 111** for any emergencies, and for lower priority queries or repairs, email HM-Customerservices@rbkc.gov.uk

The interview: What happens after inspection?



In August we received the result of our inspection by the Regulator of Social Housing. We got a C3 grade as we need to improve our knowledge of the homes we manage and make sure all our homes meet the Government's Decent Homes Standard.



We caught up with Fiona Leonard, assistant director of property services, and Kojo Sarpong, director of housing management to find out more about the plans to improve.

How do we improve our knowledge of our residents' homes?

Fiona Leonard: The best way to get the information is to carry out a full stock condition survey in every home. We started a programme of surveys last year which is on course to visit every tenanted home by the end of 2026. It's being carried out by Rapley's, who will be in contact with residents to arrange appointments.

What do we know about our homes at the moment?

Kojo Sarpong: We know quite a lot; between our visiting officers, surveys on major works projects and day-to-day visits from our teams, we've been inside around 99 per cent of resident homes in the last three years. Of course, the gold standard, and the expectation of the Regulator, is that we complete full stock condition surveys, so that's what we're working on.

Is there a benefit to residents?

FL: Absolutely! Having full knowledge of all our homes allows us to plan and schedule major work and repairs where they are most needed. On top of this, our surveyors will pick up any hazards in the home, or urgent work that needs to be completed.

How are we doing on Decent Homes?

KS: At the time of the inspection, we needed to bring 33 per cent of our homes up to standard. Since then, we've brought that down to 28 per cent. We have a plan to bring all homes up to the Decent Homes Standard by the end of 2030.

That sounds like a lot of homes that need work...

KS: It is! When we took over management of these homes from KCTMO in 2018 we found that there had been a long period of underinvestment and there was a lot of work

for us to do. Our first priority was making homes safe, and now we're focusing on meeting Decent Homes Standards.

So, what is the Decent Homes Standard?

FL: It's a government standard that sets out minimum requirements for social housing which includes being in a good state of repair, having modern kitchens and bathrooms, and being well insulated to provide thermal comfort.

Is Decent Homes about resident safety?

FL: Partly; to meet the standard a home must not have any Category One safety hazards. We keep track of this through the visits we carry out in residents' homes, and the inspection report said we are managing this aspect well. That's not the part of the standard we need to improve on...

So, what do we need to improve, and how are we doing it?

FL: The main areas for improvement for our homes are around thermal comfort and modern facilities.

We have a borough-wide programme to replace outdated kitchens and bathrooms – this will replace kitchens and bathrooms in 1,395 homes over the next two years.



Our major works programme is tackling the repairs and thermal comfort part of the work. The £600m programme started in 2020 and is scheduled to run through until 2030. Major works on blocks or estates often include work to repair or replace roofs and windows, as well as general repairs to the building and redecoration.



Do you think there will be challenges?

KS: Our plan is ambitious but achievable. We'll be meeting monthly with the Regulator to make sure we stay on track. At the rate we've been working over the last three years we should be able to meet our 2030 target if we continue at the same pace. In local government, cost is always an issue, and the present time is no exception. In recent years, spikes in inflation have affected the building materials and labour market dramatically and prices continue to fluctuate.

If you've had a letter or calling card from Rapley's, please contact them to confirm or reschedule your appointment on **01480 371 460**.

You can reach our resident liaison officers to book an appointment at **StockConditionSurveys@rbkc.gov.uk**

Dan says farewell

I wanted to let you all know that I will be leaving RBKC at the end of January 2026. I'll be moving to an executive director job in Camden Council.

It's been a pleasure and a privilege to work at Kensington and Chelsea. I started in April 2020, in the depths of the first Covid lockdown, having been drawn to the job by the unique and vital challenge of supporting our residents, and our service, through recovery from the Grenfell tragedy.

After nearly six years working alongside Doug Goldring, and more recently Kojo Sarpong,



I am proud of the team we've built and the changes we've seen in the department.

One of the most important changes has been to improve

our focus on residents' experiences, and to increase resident involvement: in setting our priorities for investment, in designing the improvements to homes and estates, in appointing contractors, and in recruiting senior staff.

Personally, I've always got a huge amount from spending time with our residents – whether at the Residents' Summit, working with TCC on the appointment of a new director, or visiting homes and estates while out and about with our team.

I want to say a huge thanks to all of you who have taken time to speak to me or contact

me over the years to share your experiences and hold us to account.

There is of course still much work to be done – including to go still further in putting residents at the centre of our work. One of my main priorities before I leave is to make sure the transitions in senior management are as smooth as possible, and don't interfere with the services we provide.

The incoming director of housing management, Jahed Rahman, will be joining on 12 January, before I leave at the end of that month. I'm confident that the service will be in safe hands under Jahed, and I wish him, the team, and all of you the very best for the future.

Dan Hawthorn
Executive Director Housing and Social Investment



Welcoming our new director

Welcome Jahed Rahman, our new director of housing management. We're pleased to announce that we've successfully recruited a permanent director of housing management. Jahed will join us from Haringey Council where he has served as director of housing for the last three years.

Jahed has more than 20 years' experience in social housing across several London boroughs. During the recruitment process, Jahed was interviewed by panels of residents, staff, and senior leaders, impressing each of them.

Jahed says:

"I'm hugely excited to be joining Kensington and Chelsea. The borough has always been a vibrant place, rich in history, culture, and elegance.

"What drew me to Kensington and Chelsea is its strong commitment to improving social housing, through a balanced approach of refurbishment, new development, and forward-thinking policy reform. The Council's major upgrades and pioneering carbon-neutral retrofits are setting new standards, delivering safer, more accessible, and more sustainable homes for tenants.

"The opportunity to help shape the next chapter in Kensington and Chelsea's housing journey - a community whose strength continues to inspire both change and remembrance across the housing sector and one which has defined my own experience of leading in social housing - is a responsibility I could not turn down."

Jahed will join us officially on 12 January 2026, but took time out in November to attend the Residents' Summit. (See page 17).



Scan the QR code to see a video of the Residents Summit online.



Could it be tenancy fraud?

More than 3,000 families and individuals in our borough are waiting for a place to call home. With budget cuts and rising demand, our housing teams face increasing challenges in securing properties for those who genuinely need them.

A further obstacle we face, especially in a borough as highly desirable as ours, is that some individuals exploit the system. They lie on applications, fail to live in the properties they are allocated, and illegally sublet them for big profits.



If you are a tenant in a Kensington and Chelsea property you are not allowed to rent out your home on a short-term basis with sites such as Airbnb or similar. Sub-letting a Council property is in breach of your tenancy agreement and legal action may be taken against you.

Our investigations

Our dedicated housing investigation team conduct exhaustive investigations to identify and act against the fraudsters. Penalties for fraudsters can include significant fines, eviction and even prison sentences.

Anthony Deery - Housing Investigations manager joined the team in September 2025:



“I’ve worked in fraud investigations for ten years and I’m pleased to bring that experience to this role. Having investigated tenancy fraud in previous positions, I understand the challenges and the importance of protecting social housing.

“I’m passionate about tackling fraud and confident in the team’s ability to make a real impact. Our focus is on recovering misused Council homes so they can be returned to those who genuinely need them.”

Right to Buy cheats

Only this year, the team recovered a property that a tenant had handed over to her sibling and husband. After moving back to their native country and failing to inform the Council, the sub-tenants were discovered after submitting an illegal Right to Buy application. The application identified multiple inconsistencies regarding their entitlement to the property and confirmed that they had occupied it unlawfully for a period of ten years.

The submission of the Right to Buy application was a clear act of deception and had it succeeded, would have permanently denied a home to someone in genuine need.

Living in another borough

In another case, our repairs team raised concerns after attending a Council property to fix a leak. The occupants at the time informed the contractor they were “renting from the leaseholder” prompting an investigation.

Our enquiries revealed that the property was tenanted, not leasehold, and the tenant was frequently spending long periods in Spain. A possession order was granted in May 2025 and transferred to the High Court Sheriff to expedite eviction.

Using the High Court route allows us to relet the property much faster than standard procedures, which can take up to a year. The eviction is expected to take place shortly, helping us return the home to someone in genuine need.

How you can help

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

Some signs of tenancy fraud include:

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

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

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

Report online at:

www.bit.ly/4oAJeWH



**Speak up
safely**

your details
remain
anonymous



New homes, Safer homes



Natalie

A new head of capital delivery

We are pleased to introduce Natalie Down as our new head of capital delivery. Joining us with a wealth of experience, Natalie is ready to lead our capital investment team in delivering important refurbishment work across the borough.

Natie told us: "I'm really looking forward to working with residents and the major works team. I believe that at the heart of every successful development project is working with the community we are serving."

Project complete on Swinbrook Estate



Back in January 2023, our dedicated major works team kicked off a significant improvement project at one of our largest estates, the Swinbrook Estate in North Kensington.

Partnering with Amber Construction, we set out to transform these homes with brand-new windows, doors, roofs, and a host of other upgrades.

With the project complete, residents on the estate are enjoying the benefits of an impressive boost in both safety and energy efficiency in their homes.

Following the completion of the project, Councillor Sof McVeigh, our lead member for housing, visited the estate alongside our project manager to see the incredible transformations first-hand. You can view their visit online at youtu.be/d7_QLluq-k4

Get in touch

Contact the major works team with any queries about major works projects at capital.investment@rbkc.gov.uk

A look back at 2025

The Council is committed to making sure that all our homes are modern, safe and warm.

We have made good progress on this ambitious programme of works this year:

- 947 homes benefitting from repairs and redecorations to communal areas
- 672 homes received new windows
- 371 kitchens and 240 bathrooms replaced, 15 wet rooms installed, and 66 WC's replaced
- 288 front entrance doors installed
- 20 new video door entry systems installed, benefitting 433 homes
- ten roofs replaced – benefitting 205 homes; and
- four lifts replaced and more in progress

Site arrangements over the festive period

All construction work will be paused and for any residents living on or close to estates undergoing major works, those sites will be closed.



Damp and mould

As we enter the colder winter months, many households face the challenge of condensation, damp, and mould.



Preventing these issues before they take hold can make a big difference. A few practical measures can help reduce moisture build-up, dampness, and keep mould at bay throughout the chilly season ahead.

The key to preventing damp and mould is reducing condensation in your home. Condensation is caused by warm, wet air (water vapour) making contact with a cold surface such as a window or wall. Water is formed on the cold surface and slowly soaks in, eventually causing damp. It is usually found in bathrooms, kitchens, the corners of rooms, on external facing walls and on or near windows.

Damp is also found in areas of low air circulation, such as behind furniture, especially when it is pushed up against external walls.

Spend a few minutes to take some preventative measures:

- Regularly check that your extractor fans are working. Make sure that trickle vents in windows are open, allowing air to circulate around furniture. If your extractor fan is not working, please get in touch and we will send a repair operative to repair or replace it.
- Keeping the kitchen or bathroom door closed and the extractor fan on when cooking, showering, or bathing. You should leave the extractor fan on for 20 minutes after the activity to help extract the moisture from the air.
- When using an extractor fan, keep the windows in the room closed and ensure that curtains or blinds don't cover the fan.
- Some fans switch on and off automatically according to the amount of moisture in the air. Do not turn these off at the power switch as they are designed to work when they are needed. If you suspect that they are coming on more or less frequently than they should, please report this to us.
- Dry laundry outside. If this is not possible, keep in mind that drying clothes internally can generate large quantities of moisture. If you need to dry clothes inside, restrict this to the bathroom or large kitchens with extractor fans and keep the room's door shut so that the moisture does not spread to other rooms.
- Wipe down and dry water/condensation from surfaces such as windows, bathroom walls and worktops to help prevent damp and mould.
- Cover pots and pans when cooking.
- When bathing, run the cold water first, and then run the hot water. This creates less steam

If you need to report damp or mould, or would like any advice from our team, please get in touch by calling **0800 137 111** or email **HM-CustomerServices@rbkc.gov.uk**



Awaab's Law

Awaab's law came into force on 27 October 2025. The legislation follows the tragic death of Awaab Ishak, a two-year-old boy from Rochdale who died in 2020 after prolonged exposure to mould in his family's social housing flat.

Under the new law, we will be legally required to address hazardous conditions such as damp and mould within strict deadlines.

For us, this means:

- We will have 24 hours to investigate and carry out work relating to emergency hazards
- We will investigate significant hazards within ten working days
- We will provide a written summary of our investigation findings and provide this to residents within three working days
- We will carry out relevant safety works within five working days following the conclusion of an investigation.

If you have questions about condensation or need to report damp or mould in your home, please contact us right away:

Call: **0800 137 111** or email: **HM-CustomerServices@rbkc.gov.uk**

Feeling lonely? – you're not alone

As we move towards Christmas the reality is that for some people, it can be one of the loneliest times of the year. However, it's worth remembering that there are a variety of ways to help yourself or others meet new people and make connections.

There is a wide range of sports and activities from football to cricket, walking groups to aerobics, and even ballroom dancing on offer in our parks and leisure centres. Find out more at www.bit.ly/3KcLdSV

If those don't suit, volunteering is a great way to get more involved in your local community. There are plenty of opportunities to volunteer and meet new people through the Volunteer Centre www.voluntarywork.org.uk

The resident engagement team organises a series of wellbeing outings where residents can come together to visit the borough's world-class museums, art galleries, music venues and more. Read more about wellbeing outings on page 17.



Help us tackle our biggest budget challenge

The Council is facing its biggest financial challenge due to the Government's Fair Funding Review which could result in Kensington and Chelsea losing £82 million in funding over the next four years - this is equivalent to 40 per cent of our controllable budget.

The loss of Government funding and rising costs of delivering services means we have less money to spend on services and will need to find savings.

We want to do whatever we can to protect and deliver services that our residents deserve and need the most, but we will need to make some difficult decisions in our budget.



Key budget proposals for 2026/27:

- raising council tax by five per cent each year
- reviewing changes to the Council Tax Reduction Scheme
- considering introducing a Council Tax premium on second homes



Finding savings

We are transforming how we work and deliver Council services to make them more efficient. For next year, we are proposing to save £22 million by finding savings through a staff voluntary redundancy scheme, making better use of buildings we own for services and finding opportunities to generate additional income through advertising.

We will continue to invest in housing, social care, and our amazing spaces in the borough including adult and children's social care support, temporary accommodation, and additional street cleaning.



Join the conversation

We know these proposals will have an impact on our residents and that's why it's important we hear from you.

Help us tackle our budget challenge by sharing your views in the budget consultation.

consult.rbkc.gov.uk/resources/budget-2026-27

Budget consultation ends **Friday 9 January 2026**.

For more information or to request the survey in another language or format please email Budget@rbkc.gov.uk



Meet our new financial inclusion manager Nicola Parmar

We've recently welcomed a new manager to our financial inclusion team. Nicola Parmar brings with her a wealth of experience in the financial inclusion and debt advice field.

Nicola will join our friendly team of advisors at Money Cafés held across the borough through the year. At the same time say a fond farewell to our outgoing financial inclusion manager Jim Kirkham and thank him for all his contributions to the service.



Drop in to a Money Café for a coffee and:

- debt advice
- tips on budgeting and saving
- digital inclusion information and free sim cards for low-income households in immediate need
- advice about missing entitlements and benefits and eligibility checks for grants for fuel arrears or white goods; and
- help with benefit appeals.

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

If you are a regular visitor to our Money Cafés, please note a few slight changes to event days and times.

| Venue | Address | Times | When |
|---|------------------------------|-------------|---|
| World's End Community Centre | 16 Blantyre Street, SW10 0DS | 10am to 4pm | Second Monday of every month 12 January 9 February 9 March |
| Kensal Resource Centre | Bosworth Road, W10 5EQ | 10am to 4pm | First Thursday of every month (no café in January due to a bank holiday) 5 February 5 March |
| Henry Dickens Court Community Centre | 104 St Ann's Road, W11 4DH | 10am to 2pm | Second Thursday of every month (Term time only) 8 January 12 February 12 March |
| Portobello Community Centre | Portobello Court, W11 2DL | 10am to 2pm | Third Thursday of every month 15 January 19 February 19 March |

Water company launches scheme to cut water bills

Thames Water has launched a first-of-its-kind scheme to help low-income families cut their water bills if they take a large proportion of their household income.

The WaterHelp scheme currently offers a 50 per cent discount on your bill if you qualify. You'll need to provide some details online to find out if you are eligible. Apply online at www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp



Paying your rent over Christmas matters

If finances are tight, it can be tempting to fund Christmas extras with your rent money with the intention of paying it later. However, missing payments can lead to arrears, which may cause stress and financial difficulties in the new year.

Even during the festive season, paying your rent on time is essential. Your rent helps fund vital council services, including housing maintenance, repairs, and community support.

For tips on how you can enjoy the festive season without money worries, drop into a Money Café or contact financial inclusion on **0800 137 111** or email financialinclusion@rbkc.gov.uk



Opportunity for 18-21 year olds

If you or someone you know is 18-21 years old, lives in social housing, and is looking for a step up into a career, we might have just the job... Our internship scheme offers 30 two-week placements in a Council team. Loads of our teams are involved, from libraries, to communications, to housing management. All internships are paid at London living wage so you could earn up to £831 while you learn. For more information please scan the QR code.



A much more comfortable living environment and no fear of falling



A bathroom adaptation helped Marion stay independent– we can help you, too.

There's very little more important than remaining independent in our own homes as we age. Many of us will need a little help to manage some of the day-to-day tasks that we once took for granted.

Due to ongoing health issues, long-time resident Marion began to struggle getting in and out of her bath safely.

She approached the Council's adult social care team who made arrangements for an occupational therapist to assess her needs and make recommendations for adaptations that would help her better mobilise in her home.

With Marion's approval the recommendations were passed to the aids and adaptations team and contractors were employed to create a new safe, and easily accessible bathroom space for her.

"The adaptation has been a huge benefit to me" Marion enthused. "It has made it much easier for me to bathe and provided me with a much more comfortable living environment. I now have no fear of falling due to the slip-resistant flooring."

If you're having difficulty fully accessing parts of your home - this could include entrances and doorways, kitchen facilities, and bathrooms - the provision of aids or the carrying out of structural adaptations could ease things for you.



Contact adult social care for an OT assessment on **020 7361 3013**. Or for more general information email: **HousingAdaptations@rbkc.gov.uk**



A look back at the Residents' Summit 2025

The annual Residents' Summit proved a big hit once again with more than 240 guests joining us for the 'Here and Now' of our social housing provision-themed event.

Teams representing a wide range of service areas were on hand to offer information and advice. There were workshops, a fun quiz, talks and discussions plus the opportunity to meet officers, managers, housing management's new director, and lead member for housing.

A tasty lunch, and the Singology Choir rounded off the afternoon.

All the feedback we received at the Summit will be analysed and we'll let you know the outcome.

Thank you to everyone who came to the Summit and made it such a successful day. We look forward to welcoming you again next year.



Resident Wellbeing Outings

There are many ways you can get involved in community life in Kensington and Chelsea. The resident engagement team organises a series of wellbeing outings where residents can come together to visit the borough's world-class museums, art galleries, music venues and more. There are also numerous opportunities that empower residents to advocate for their communities and improve services for all. There's something for everyone, from a one-off activity, such as mystery shopping to longer-term commitments such as scrutinising a specific Council service.

For more information contact the team by email to housingconsult@rbkc.gov.uk

Tenancy home visits – have you had yours?



We're working our way around the borough, dropping in to provide you with a tenancy home visit.

Our visits help us to:

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

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

If you're in any way unsure about having a visit, get in touch and we'll find a way that works for you. For example, we can:

- visit in the evening or at the weekend if you work shifts
- visit when someone you trust can be there with you, such as a support worker or family member.

Please remember that tenancy home visits are part of your tenancy agreement and it's really important that we visit every home.

For more information or to book a home visit contact us on **0800 137 111** and ask for your visiting officer, or email **HM-NeighbourhoodResidentServices@rbkc.gov.uk**

If you contact us and arrange a home visit appointment, we'll enter you into a monthly draw to win a £100 love2shop voucher.

When you visit our offices, please be kind. We do not tolerate abuse.

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



Council cleaning team shortlisted for national awards



We're excited to share that our cleaning teams were nominated in three categories at this year's Cleaning Excellence Awards: Best use of data and analytics in cleaning, Rising star, and Supervisor of the year!

Best use of data and analytics in cleaning

Our team were shortlisted in recognition of their development of a smart inspection process that triggers real-time actions to address issues like fly-tipping and littering. Customised reports pinpoint exact locations and assign urgency scores, helping us respond more effectively.

This easy-to-use system is already driving noticeable improvements in resident satisfaction and service delivery.



Samantha

Supervisor of the year

Samantha Wilton was nominated for supervisor of the year for her exceptional leadership skills, proven professionalism, and a remarkable ability to motivate and inspire her cleaning team. Through her guidance Samantha has elevated the standard of service delivery, and her shortlisting is a well-deserved acknowledgement of her impact. Sam is senior caretaker with the Dalgarno and St Helens Team.



Muritala

Rising star in the cleaning industry

We're all thrilled to report that Muritala Jimoh has been shortlisted in the rising stars category. Muritala started with the Council as a part-time, weekend caretaker, quickly making his mark with a high standard of cleaning in an area of the borough that has historically been under the spotlight. Muritala is estate manager for the Golborne Ward.

Awards or not, our estates teams are all winners in our eyes.

The winners will be announced in December.

Check www.rbkc.gov.uk/housing-news for the results.

For more information email

HM-Estateservices@rbkc.gov.uk



Taking a multi-agency approach to antisocial behaviour

Antisocial behaviour encompasses a wide range of issues. Whether it be persistent noise, drug or alcohol-fuelled aggression, prostitution or cuckooing, the effects can be devastating for the neighbours who are impacted by these actions. We know that tackling antisocial behaviour is one of the issues most important to you.

When antisocial behaviour has been established, the team's approach begins with a range of early interventions such as warning letters, acceptable behaviour agreements, and interviews with the individuals involved. If these interventions prove unsuccessful, the team waste no time taking tough action.

Equally important is the team's work to identify and support the often hidden, vulnerable, exploited, victims of antisocial behaviour.

The team's dedicated ASB mental health worker David Popoola-Smith, supports residents who are experiencing mental health challenges.

"In some cases, anti-social behaviour can stem from a range of underlying mental health issues as opposed to intentional malice, or just a wish to negatively impact life for others.

"Timely, multi-agency support can often prevent escalation and reduce harm to others. We have seen positive outcomes for both the perpetrators and the victims who have been able to access the required support to help them manage their behaviours in a more acceptable manner."



If you are experiencing or witness to antisocial behaviour, contact your neighbourhood services coordinator.

Depending on your location within the borough, use one of the following email addresses:

North

HM-HousingNorth@rbkc.gov.uk

Central

HM-HousingCentral@rbkc.gov.uk

South

HM-HousingSouth@rbkc.gov.uk

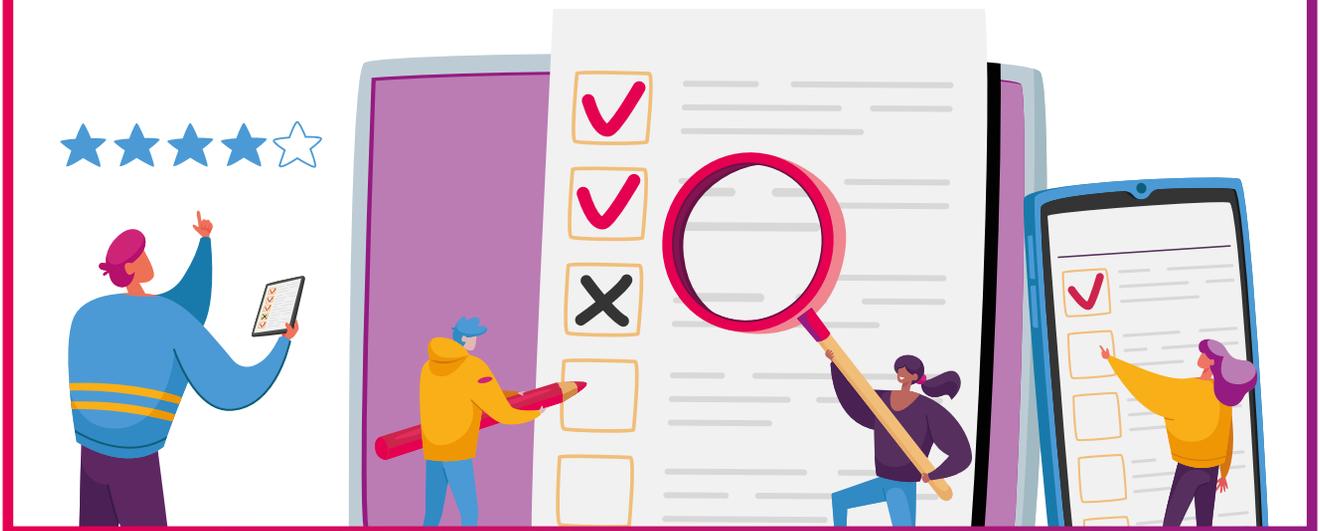
Resident involvement **your way**

Over the past few months, residents have worked alongside our team to co-design a new Resident Involvement Strategy for 2025-2028. Thanks to everyone who's taken time to help with this work, whether by completing a survey, offering feedback or being part of our co-design panel.

The new strategy sets out how we'll make it easier for you to get involved, have your say, and see how your feedback leads to real change. One of our co-design panel members said:

"I joined the resident co-design panel. We've worked together to define what meaningful involvement looks like and how it should be structured. It's great to see our input directly influence the strategy - ensuring residents have a stronger voice in decisions that affect us."

We'll be sharing the full Strategy early in the new year - and we can't wait to show how your voices have helped shape the future of involvement.



New style annual report

In the last edition of Housing Matters we included our new look Annual Report to Residents. We'd like to know what you thought of the changes - we spoke to residents and they said they'd like more figures and less writing so that's what we focused on.



Let us know what you think by filling out a quick survey at consult.rbkc.gov.uk/housing/annual-report You'll be able to look at last year's report to compare it to the new version.





Thinking of selling your home?

Your solicitor will need to order a pre-sale pack

Anyone who has ever bought or sold a home will know that there is a lot to take care of, from choosing a solicitor to booking the removal van.

If you are a leaseholder, one important step is to order a pre-sale information pack from the home ownership team. This is also sometimes known as a "management pack" or "pre-assignment pack". The buyer of your property, and their solicitors, will usually have a lot of questions, and wish to see documents like recent service charge statements, or a copy of the lease.

Our pre-sale pack streamlines this process by including a wealth of information in a single place.

The pack includes (among other things):

- Up-to-date statement of your service charge account
- Copy of the current service charge estimate
- Copies of recent 'Section 20' notices
- Provisional estimate of future major works cost for your building
- Fire risk assessments and asbestos surveys
- Building insurance policy and schedule
- Copy of the lease

Your solicitor will usually order, and pay for, the pack on your behalf, and we will aim to provide the pack to them within ten working days of receiving payment.

We strongly recommend that the pack is ordered as early as possible during the pre-sale process, to avoid any last-minute rush. This should be borne in mind because, to be fair to our customers, we must process all requests strictly in the order in which we receive them.

It is important to note that, to protect your private information, the Council will not discuss your property with prospective buyers. So if the buyer has any questions, they will need to contact your solicitor. Your solicitor may be able to assist them by referring to the information in your pre-sale pack. Otherwise your solicitor can raise the buyer's queries with us, and we will do our best to assist, for no additional charge.

The pre-sale pack covers information held by the Council's home ownership team, relating to our role as your landlord, and to our lease agreement with you.

In addition to being your landlord, the Council also wears a separate hat, as a branch of government, responsible for matters such as planning regulations and Council tax. So your solicitor might also apply to other Council departments, for information regarding matters beyond the scope of the pre-sale pack. Your solicitor will be able to advise you further about this.



Dog Owners: Please clean up after your pet

There's no excuse—if you own a dog, cleaning up after it is your responsibility. Beyond being unpleasant, dog mess poses serious health risks, especially to children, as it can carry harmful germs that may cause illness if accidentally ingested.

The Council enforces a zero-tolerance policy on dog fouling and can issue substantial fines. Additionally, all dog owners must have permission from the Council to keep a pet, as outlined in the tenancy agreement. Persistent failure to clean up after your dog could result in this permission being revoked—and may even affect your tenancy.

Please make sure you keep poo bags on you and use bins that are located in public spaces across the borough.

Do the right thing and keep the borough pleasant for everyone.

Please don't feed the pigeons

Feeding pigeons might seem harmless, but it causes real problems for our borough. Pigeon droppings can spread harmful bacteria and fungi, posing health risks to residents - especially children and older people. They also damage buildings, balconies, and communal areas, costing the Council thousands of pounds each year in cleaning and repairs.

Food left out for pigeons attracts large flocks and other pests like rats, creating hygiene and safety concerns.

You could face a fine for feeding pigeons, but by working together, we can keep our borough clean, safe, and welcoming for all. Thank you for doing your part!



Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



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



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Malton Road Office

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

Blantyre Office

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

Pembroke Office

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

Lancaster West Estate Office

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

Arabic

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

Farsi

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

French

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.



**CARBON
BALANCED
PAPER**

www.carbonbalancedpaper.com
CBP033798