



Council Tenants of the Walkways, Treadgold House and Bramley House

Your housing future: helping you decide



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

July 2018

Your housing future – helping you decide

Some tenants are not sure whether they wish to go back to their Council home, or whether to stay living away from home and wait to move to a different Council or Housing Association tenancy (social housing). We understand this is a difficult decision so will provide as much information as possible to help with this process.

Of the 338 residents with homes in the Walkways, Treadgold House and Bramley House who can qualify for the Wider Grenfell Rehousing Policy, you are one of 99 households who have, so far, not felt ready to return home.

The Council is looking at the future arrangements for tenants, like you, who are living away from home. On Wednesday 25 July 2018, we expect the Council to consider what those arrangements will be.

The Council will be asked to decide that you choose between returning to your home in the Walkways, Treadgold House or Bramley House, or ending your tenancy and remaining in suitable temporary housing until you are permanently rehoused to another social housing tenancy. You will **not be** made to return home if you do not feel able to do so.

If you are living in a hotel or serviced apartment, you will transfer to temporary housing while we work with you to find a suitable new social housing home, if you decide not to go home.

The Council will also be asked to decide that if you choose to remain or move to temporary accommodation, you will pay the rent for that temporary accommodation instead of the rent for your home in the Walkways, Treadgold House or Bramley House.

You will find more information about these options, below.

You will also find some information which we hope will help you decide whether to return home or to stay in temporary housing until you are rehoused, including our plans for the future of the Walkways, Treadgold House and Bramley House, and also information on rehousing through the Council's Housing Register.

Remember – if you are currently living away from home, decide to return home but afterwards decide that you want to move away, you can apply to join the Housing Register for rehousing. As long as you qualify under the Wider Grenfell Rehousing Policy, there is no deadline by which you must apply.

Why might we ask you to decide whether to return home or to end your current Council tenancy?

There are a number of reasons why we might ask you to decide either to return home, or to end your tenancy and stay in temporary housing until you are rehoused to another social housing tenancy.

There are also reasons why we might ask tenants to pay a different rent for their temporary housing if they decide not to return home.

Remember, you will not be made to return home if you do not feel able to do so.

Empty homes on the estate

At the moment, there are approximately 100 tenants and their households living away from their homes, almost all who are living in temporary housing. This means that almost a third of the 338 homes in the Walkways, Treadgold House and Bramley House have been empty for over a year.

Tenants who remained or have returned home have told us that having so many empty homes does not help the community in its efforts to recover from the Grenfell Tower tragedy, and unfortunately it also makes some residents feel a little more isolated and insecure in their homes.

Homes freed up by tenants who do not feel able to return home can also be offered to tenants on the Estate who need to move to a more suitable home but wish to remain part of the community. More information on how we plan to offer empty properties to existing tenants, as soon as possible, is provided later in this leaflet.

Rehousing waiting times

It is difficult to predict how long it will take to be rehoused to a permanent new home. However, for some (for example, residents who need larger properties) it could take several years. Therefore, if you decide not to return to your home on the Walkways, Treadgold House or Bramley House, it is important that you can live in a suitable temporary home until you are rehoused.

The cost of providing temporary accommodation

Asking you to choose between returning home or ending your tenancy until you are rehoused will help the Council to better plan and manage the cost of providing temporary accommodation. This is also why we recommend that tenants, who decide not to return home, will pay our standard rent for their temporary home. Charging you the same rent as you pay now for your temporary home would also risk cuts to important services. You will probably pay more for your temporary home than you do for your Council tenancy at the moment.

The future arrangements – what is being recommended?

The recommendations below will be considered by the Leadership Team on Wednesday 25 July 2018. These recommendations will also be discussed at the Grenfell Recovery Scrutiny Committee meeting on Tuesday 24 July.

Recommendation – returning home or ending your current tenancy

If you are currently living in temporary accommodation and you do not feel able to return home, you will be asked to end your current Council tenancy by Sunday 30 September 2018.

If you do feel able to return home you will be asked to do so by Sunday 30 September 2018.

Recommendation – paying rent for your temporary home

If you decide to end your current Council tenancy and continue to live in temporary accommodation, from Monday 1 October 2018 you will pay the rent and associated costs for your temporary home in accordance with the Council's Temporary Accommodation Charging Policy.

Unless benefit payments (such as Housing benefit) pay for all of your rent at the moment, it would be likely that you would have to pay more for your temporary accommodation than you do for your current Council tenancy. You would not have to pay the whole of the rent for your temporary accommodation nor would you have to pay market rent. We would make sure that you can afford the rent.

If you decide to end your current Council tenancy before Sunday 30 September you will still not have to pay rent for your temporary home until Monday 1 October.

Recommendation – moving to standard temporary accommodation

We will move residents, who decide to remain in temporary accommodation, from homes leased directly from the private sector market into normal temporary accommodation where possible. See the next section.

Will you be able to stay in your current temporary accommodation?

If you decide to end your Council tenancy and remain in temporary accommodation until you are rehoused to a new home, we will make sure that your accommodation is suitable for you and your family. However, you may not be able to remain in your current temporary home until you are rehoused.

The Council cannot afford to provide temporary accommodation leased from the private rented sector at very high rents on an ongoing basis. As we explained earlier in this leaflet, continuing to cover the costs of providing this type of temporary accommodation means we will need to make savings elsewhere which will affect other vital frontline services.

It is very difficult to secure normal temporary accommodation in or close to Kensington and Chelsea – however, we will continue to secure as much as we can.

If you think an offer of temporary accommodation is not suitable for you and your family you can ask the Council to review its offer and you also have the opportunity to ask the Grenfell Independent Adjudicator to investigate whether the offer is suitable. You may also wish to ask for independent legal advice from advice centres such as Shelter, North Kensington Law Centre or the Citizens Advice Bureau.

Please remember that it could take some time to rehouse you to a new social housing tenancy, depending on the type of property you need. More information on the rehousing process is provided later in this leaflet.

Information about the estate

What is the future of the Grenfell Tower site?

The police investigation of the Tower site is ongoing and remains the priority. The site is managed by the independent Grenfell site team, who provide updates to the Council and community. As you know, the Tower was wrapped in June.

The bereaved, survivors and the wider community will be at the heart of the decision-making regarding the future of the site, working to a set of principles that they have agreed with the Council and the Ministry of Housing, Community and Local Government (MHCLG). These principles were published on 1 March 2018.

What about investment in our homes?

Following the Grenfell Tower tragedy, there was clear recognition of the need to make real improvements to the Lancaster West Estate and the need to have the residents lead the process. Both the Council and central Government have committed funding to support an ambitious and resident-led refurbishment of the Estate.

The Council has promised to refurbish the Lancaster West Estate sensitively, collaboratively and to create a model for social housing in the 21st century. Residents are and will continue to be at the heart of shaping any future work throughout the delivery of the programme. There will be no demolition of people's homes.

We aim to make your home safe, comfortable and warm. Where we can make your home more energy efficient and reduce gas and electricity use, we will pass on the savings directly to you.

The Council is currently talking to Bramley House residents about their own refurbishment process.

What about existing services on the Estate?

We continue to make progress on Estate improvements though we still have more to do.

Fire safety work is ongoing across the Estate. The majority of Walkways properties now have a FD30S-rated fire door – this means that the doors are fire resistant for 30 minutes. Fire marshals will remain on site until we will review whether, and where, they are still required.

We have made improvements to the temporary boiler system, following several interruptions to the hot water supply. We are also working on other services, such as improving the bin chutes and have improved rubbish collection from the bin storage rooms.

We have launched a locally managed dedicated repairs team. This repairs team will provide a range of repairs and maintenance services for the residents of Lancaster West Estate including quick repairs, preparing empty properties for new tenants and some caretaking and handyman services for residents. It will also undertake a home health check for any resident who would like one.

The Lancaster West Neighbourhood Team will continue to talk to you about what improvements need to be made.

A Local Lettings Plan for local tenants

We would like to develop a Local Lettings Plan later in the year working with residents on the Lancaster West Estate. A Local Lettings Plan will ensure that empty Council properties on the Estate will be offered first to the existing tenants living on the Estate. It may help if you need to move to a more suitable home but wish to remain in the area and as part of the community. We will consult on a Local Lettings Plan over the coming weeks, and intend to implement it as soon as the consultation is over so that relinquished tenancies can be offered quickly to households on the Estate.

To prepare for the Local Lettings Plan, we are meeting with tenants to get a better understanding of the type of housing they need.

Information about rehousing

The number of residents who ask the Council to help them move to a more suitable home is far greater than the number of homes that become available. The Council aims to increase the number of genuinely affordable Council and housing association homes in the borough; however, even where it is possible to build new homes, it will take a number of years until they are available.

The supply of social housing in Kensington and Chelsea

The following table shows the average number of properties that have become available each year to residents on the Council's Housing Register between 2012 and 2017.

Average lettings per year: 2012/13 to 2016/17

Bed size	Council	Housing association	Total average per year
Studio	49	45	94
1	64	88	153
2	59	71	130
3	29	31	60
4	4	7	11
5	–	1	1
Total average per year	207	253	460

The demand for social housing in Kensington and Chelsea

The following two tables show the demand for social housing in the borough, measured by applications to the Housing Register.

The first table shows the number of residents on the Housing Register in March of each year, 2013 to 2017. The Council changed its policy in 2014 so only residents with a very high level of housing need remained on the Housing Register.

Annual demand for social housing on the Housing Register (2013 to 2017) – Number of households on the Housing Register

Bed size	Year				
	2013 (*)	2014	2015	2016	2017
Studio / 1	1826	893	869	982	1013
2	1914	1224	1171	1192	1219
3	858	430	432	415	409
4	142	111	107	96	97
5	14	16	19	17	21
6	2	3	1	2	2
7	1	–	–	–	–
Total	4757	2311	2174	2704	2761

*Applications to the Housing Register were renewed in 2013/14 resulting in the removal of residents who no longer wished to remain registered.

The second table shows the number of residents on the Housing Register with a high priority right now.

Number of households (high priority) on the Housing Register June 2018

Number of bedrooms	Total number of households	Total number with Exceptional priority or Emergency H&I or Serious risk of harm	Total number with Wider Grenfell Priority	Total number with 900 medical points
0	985	13	25	45
1	212	9	25	35
2	1304	15	38	42
3	512	8	38	24
4	125	1	15	8
5	22	0	2	1
6	2	0	0	0
Grand Total	3162	49	144	156

How long might it take to get rehoused?

This is very difficult to predict because it depends on several factors.

For example, it depends upon your priority for rehousing (the number of points you have been given) compared to others on the Housing Register. It also depends upon the number of properties that become available that are suitable for you. It can also depend upon how flexible you wish to be about moving to a more suitable home. The more locations and types of home you are willing to move to, the more chance you will see an available property you like.

The following two tables give an indication of how long it can take to be rehoused.

The first shows the average waiting time for all residents on the Housing Register to be rehoused to different sizes of property between 2013 and 2017.

Bed size	Average waiting time 2013-2017
Studio	2 years 2 months
1 bed	2 years 2 months
2 bed	3 year 1 month
3 bed	3 year 10 months
4 bed	5 years 2 months
5 bed	7 years 4 months
6 bed	13 years 9 months

The second table shows the average waiting time for residents awarded a high priority for rehousing.

Residents awarded exceptional priority, emergency medical priority, and at serious risk of harm points have a higher priority than tenants awarded Wider Grenfell Priority; however, the number of households awarded these very high priorities are small. Residents awarded medical priority have 900 points, the same as Wider Grenfell Priority. However, the vast majority of residents with medical priority have mobility problems and need to move to an 'accessible property' that is suitable for them – this can sometimes result in a longer wait.

Tenants awarded Wider Grenfell Priority have a relatively high priority for rehousing.

Bed size	Average waiting time 2013 to 2017	
	Exceptional priority Emergency medical Serious risk of harm	Medical priority
Studio	6 months	9 months
1 bed	10 months	2 years
2 bed	1 year 3 months	2 years 8 months
3 bed	1 year 4 months	1 year 9 months
4 bed	1 year 10 months	6 years 11 months
5 bed	n/a	n/a
6 bed	n/a	n/a

Properties secured for survivors of the Grenfell Tower tragedy

Following the Grenfell Tower tragedy, we secured over 300 properties for the survivors and former residents of Grenfell Tower and Grenfell Walk in order to rehouse them to a new permanent home of their choice.

In mid to late July 2018, properties not required by the survivors and former residents of Grenfell Tower and Grenfell Walk will be made available as social housing to residents on the Council's Housing Register

If you have asked to be rehoused through the Wider Grenfell Rehousing Policy, and therefore awarded a high priority for rehousing, you might wish to express an interest in these properties when they are advertised on the Council's choice-based lettings system, Home Connections. You can ask your allocated housing advisor for more information.

Continuing care and support

We will make sure you receive the information, support, advice and links to the local community whether you choose to return home or decide to end your existing Council tenancy and remain in temporary accommodation until you are rehoused.

We will be responsive and empathetic if you need emotional and/or practical support.

For example, you will be able to receive support and advice through the Community Contact Team, a specialist part of the Keyworker service based in community-locations across the Borough. They're here to help you settle in to your neighbourhood – whatever type of housing you're in; with knowledge of the local area and the time to help you with anything from registering with a GP to finding work. The team can run all sorts of group activities – anything from group walks and physical activity sessions, right through to activities that will help you develop new skills. You can talk to them about what they've got planned and what you would like to try out.

You can get support from the Community Contact Team through your Key Worker or other professional working with you, or you can contact the team directly on **07523 507279** or by email at **CCT@grenfellsupportservice.co.uk**. Look out for their drop-in sessions starting up in locations around the borough.

There is a large variety of services provided by the NHS for residents experiencing trauma, grief and mental health problems. More information on this type of care and support can be found at www.grenfellwellbeing.com.

Community organisations continue to offer very important support, advice and activities to residents, based both in The Curve and across the north of the borough. More information on this type of care and support can be found at **www.grenfellsupport.org.uk**.

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

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.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alteralternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

If you require further assistance please use the contact details on the back page of this leaflet.

Grenfell Enquiries

Telephone: **020 7745 6414**

Email: **Grenfell.enquiries@rbkc.gov.uk**
