



# Grenfell Settled Home Policy



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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# Introduction

The Grenfell Settled Home Policy has been adopted under paragraph 1.11 of the Council's Housing Allocation Scheme, February 2017 revision. It will be retained, with equivalent rehousing priority and commitments, within future revisions of the Scheme.

The harrowing impact of the Grenfell Tower tragedy of 14 June 2017 upon survivors and the bereaved will never fully heal. The community, the Royal Borough of Kensington and Chelsea ('RBKC' or 'the Council') and its partners are committed to supporting survivors of the tragedy, and the families bereaved by it, to recover as far as possible while learning and adopting vital lessons from this humanitarian disaster.

In July 2017, the Council introduced the Grenfell Rehousing Policy, revising it further in November 2017 and in April 2019. The Grenfell Rehousing Policy provided the path upon which former residents of Grenfell Tower and Grenfell Walk would be rehoused to a new permanent home, and it reflected Council and Government pledges that residents would have a choice about where they live.

The challenges and complexities facing survivors during the original rehousing effort are now better understood, over four years after the tragedy.

The residents and their families were in a unique situation, in a highly pressurised and traumatic environment, which sometimes made it difficult to make important decisions about their housing future.

While many households are happy in their new homes, some households have subsequently found that they now cannot settle, and cannot try to rebuild their lives, in their current homes. For these families their homes now feel like a barrier to recovery.

The Council remains committed to helping former residents of Grenfell Tower and Grenfell Walk find a home that feels like a home for life, and the Grenfell Settled Home Policy aims to support that commitment.

The Grenfell Settled Home Policy provides survivor households with the opportunity to move one further time to an alternative permanent home. It explains the high priority ('Settled Home Priority') for rehousing that will be given to households who feel they need to move once more.

The Grenfell Homes Policy also seeks to safeguard the original commitments on rent, service charges, and home ownership options when households move to a new permanent home.

It is important that households who feel they want to move to a new permanent home seek advice before they do so, from teams within

the Council (including Grenfell Liaison and the Dedicated Service), from advocates and advice agencies, from medical and healthcare professionals such as the Grenfell Health and Wellbeing Service, and, of course, from their family and friends.

We want households to feel confident that moving to a new permanent home will help to address the barriers to recovery they are experiencing in their current home. We wish to avoid households going through the disruption of moving to a new permanent home only to find they are still facing the same (if not new) barriers to recovery.

This is all the more important as households will only be able to move once under this policy. Requests for a subsequent move will be considered under the Council's main Housing Allocation Scheme.

We are committed to helping all households find a permanent home they can settle in and while this policy renews this commitment, clearly it is important to note that housing supply challenges will still impact the speed at which we can do this.

Across the Borough we do not have many large properties that become available and in some areas in the borough properties of any size rarely become available. We will communicate regularly with you to ensure you are aware of these challenges.

While we are taking steps to increase housing supply in every possible way, it is vital we are open and transparent about the difficulties involved as this does have an impact on people's rehousing experience.

It is for this reason that we will also be taking all possible steps to enable you to settle in your current property.

**The Director of Housing Needs has the delegated authority in exceptional circumstances to amend or waive this policy.**

# Grenfell Settled Home Policy

For former residents of Grenfell Tower and Grenfell Walk who have been rehoused to a permanent home through the Grenfell Rehousing Policy

## 1. Who Is Covered By This Policy?

- 1.1 All whole households who formerly lived in Grenfell Tower and Grenfell Walk rehoused to a permanent social housing tenancy through the Grenfell Rehousing Policy. This means original tenants and their families, and new tenants and their families who split from their original household through the original rehousing process.
- 1.2 A separating or separated tenant or partner where:
  - i. they were joint tenants or spouses or partners living in Grenfell Tower or Grenfell Walk at the time of the tragedy, and
  - ii. they were rehoused to a permanent home with the joint tenant or spouse or partner under the Grenfell Rehousing Policy, and
  - iii. they have now separated, find it necessary to leave that permanent home, and need their own home.
- 1.3 Applications for rehousing under this policy will be considered on a case-by-case basis from adult household members who could have split and been rehoused separately during the original rehousing programme under the Grenfell Rehousing Policy but chose not to at that time. Engaging with the adult household member, their household, advocates and other stakeholders, the Council will explore the reasons why the household member is seeking to be rehoused on their own.
- 1.4 Households may only move once under the Grenfell Settled Home Policy. Once a household has moved to a permanent home under the Policy, their Grenfell Settled Home application will be closed.
- 1.5 The following residents will not be covered by the Grenfell Settled Home Policy.
  - i. Bereaved households who are not former residents of Grenfell Tower or Grenfell Walk
  - ii. Members of households formerly living in Grenfell Tower or Grenfell Walk, born before the Grenfell Tower tragedy, who were not old enough to apply for rehousing under the Grenfell Rehousing Policy before their household was rehoused to a permanent home. The Council will set out separate rehousing commitments to the children of survivor households.
  - iii. Adult household members have formed their own family within the survivor household: for example, have had their own children.
  - iv. Family members born or who have joined the household after the Grenfell tragedy, and residents who became partners of a Grenfell survivor after the Grenfell tragedy and subsequently separate.
  - v. The above residents and households who wish or need to seek their own accommodation should approach the Council's mainstream Housing Needs service for advice and assistance. The Council is committed to providing a highly responsive, personalised housing

advice service to all family members of households formerly living in Grenfell Tower and Grenfell Walk and to bereaved households who did not reside at Grenfell Tower of Grenfell Walk.

## **2. Eligibility For Housing (Status In The United Kingdom)**

**2.1** The statutory rules on eligibility under section 160ZA of the Housing Act 1996 apply to the allocation of tenancies under this policy. There is no eligibility or immigration status requirement preventing the granting a further tenancy to a former resident of Grenfell Tower and Grenfell Walk who is already an introductory or secure tenant of the Council or an assured tenant of a housing association.

**2.2** In relation to former residents of Grenfell Tower and Grenfell Walk who would otherwise have been ineligible for the allocation of a tenancy, on 5 July 2017 the Minister of State for Immigration made a written statement in Parliament concerning the introduction of a policy on leave to remain outside the Immigration Rules for former residents of Grenfell Tower and Grenfell Walk. This was a public commitment to resolving their immigration status so that they could access public services, including housing.

## **3. Priority For Rehousing**

### **3.1 Points and priority for rehousing.**

Households qualifying for rehousing under the Grenfell Settled Home Policy will be awarded the following priority.

- 1500 points Grenfell Settled Home Priority

- This high level of priority reflects the impact, on a mental health and emotional level, of the challenges and barriers to recovery felt by residents in their original permanent homes (the home a household moved to under the Grenfell Rehousing Policy).

- No additional points will be awarded: for example, for reasons of health or overcrowding.

### **3.2 Accessibility**

Homes that are suitable for residents with mobility difficulties will be offered first to households that are assessed by the Council as requiring them.

The Council uses the Accessible Housing Register Guidance to reach suitable recommendations. More information on how the Accessible Housing Register works can be provided.

### **3.3 Tie-breaker**

Where two or more households have expressed an interest in the same property, the property will be offered first to the household assessed as requiring an accessible home, where that property meets their accessibility needs.

Where two or more households have expressed an interest in the same property and have the same accessibility recommendations / requirements, the property will be offered to a household who lost a family member in the Grenfell Tower tragedy.

If two or more households still retain the same priority and accessibility recommendation, the property will be offered to the household that lived in Grenfell Tower or Grenfell Walk the longest.

### 3.4 Offers of new permanent homes in accordance with priority

New permanent homes will ordinarily be offered in accordance with priority, accessibility requirements, and if needed, tie-breaker criteria.

The Director of Housing of Housing Needs may approve an offer of a new permanent home outside of the usual prioritisation process in exceptional circumstances to address the very specific needs of a household.

### 3.5 Overcrowded households

Households who wish or need to move because their family has grown and wish to be rehoused to a larger home with more bedrooms will not qualify for Grenfell Settled Home priority. Instead, these households will be assessed and supported for rehousing under the Council's main Housing Allocation Scheme.

This means that homes offered to households moving under the Grenfell Settled Home Policy will be on a like-for-like basis (will have the same number of bedrooms as the household's original permanent home) unless the household has spare bedrooms within their original permanent home and voluntarily wishes to downsize to a smaller home.

## 4. Type Of Accommodation To Be Offered

**4.1** This section sets out the rights and entitlements with regard to the type of tenancy, rents and service charges, council tax, succession and additional allocations of social housing to survivors of the Grenfell Tower tragedy when they move to a permanent home under this Policy. The same entitlements and commitments will apply to survivor households who undertake one further move to a permanent home under the main Housing

Allocation Scheme: for example, with overcrowding priority.

### 4.2 Landlords

New permanent homes offered to residents under this policy will be owned and managed by:

- The Council (RBKC Housing Management)
- Private Registered Providers (housing associations)
- On rare occasions a home owned and managed by a neighbouring local housing authority may become available.

### 4.3 Types of tenancy (security of tenure)

- i. RBKC Council tenancies

All Council tenancies will be let as lifetime (periodic) secure tenancies.

- ii. Homes formerly occupied and vacated by survivor households owned and managed by housing associations or other local authorities

Housing association tenancies will be lifetime (periodic) assured tenancies.

Other local authority tenancies will be lifetime (periodic) secure tenancies.

- iii. homes owned and managed by housing associations (and other local authorities) not formerly occupied and vacated by survivor households

Where such homes are offered, the landlord's tenancy terms may apply. However, the Council will request and expect that the landlord provides a lifetime (periodic) tenancy though this cannot be guaranteed.

Residents will be provided with all the information they need to make a fully informed choice.

#### 4.4 Rent and service charges

- i. All Council homes and homes formerly occupied and vacated by survivor households

Where a household moves to a home formerly occupied and vacated by survivor household or to a Council home, the Council's original commitments on capping rent and service charges will apply.

Therefore:

- where household moves to a home with the same number of bedrooms as their original permanent home, they will continue to pay the same rent and service charges;
- where a household choose to move to a home with fewer bedrooms as their original permanent home, their rent and service charges will be the lower of:
  - the actual rent and service charges they paid for their tenancy at Grenfell Tower or Grenfell Walk, if applicable
  - the average rent and service charges at Grenfell Tower and Grenfell Walk for the size of property they move to
  - the actual rent and service charges for their new permanent home.
- ii. Homes owned and managed by housing associations (and other local authorities) not formerly occupied and vacated by a survivor household

Where a household moves to a home owned and managed by housing associations (and other local authorities) not formerly occupied and vacated by a survivor household the landlord's rent and service charges policies may apply. However, the Council will request and expect that the landlord caps the rent and service

charges to the average charged at Grenfell Tower and Grenfell Walk for the relevant size of property though this cannot be guaranteed.

The Council will not cover the financial shortfall between a capped rent and service charge and the landlord's full rent and service charge for the home. Where the landlord agrees to cap, the landlord will cover the costs of doing so.

Residents offered such a home will be provided with all the information they need to make a fully informed choice.

Rents and service charges may increase or decrease over time. The formula for calculating rent changes is currently set and regulated by the Government, and legislation and regulation ensures that any rent change is reasonable and affordable. The Council will make information available to residents on how rents are calculated. Service charges can change every year depending on how much it costs the landlord to deliver the service provided.

Each year, the capped service charge will change at the same rate as the overall service charge. For example, if the overall service charge increases by 1 per cent, a household's capped service charge will increase by 1 per cent.

#### 4.5 Commitments on Council Tax

Former residents of Grenfell Tower and Grenfell Walk will retain the Council's commitment on Council Tax if they move to a new permanent home under the Grenfell Settled Home Policy. These commitments are as follows.

Former residents of Grenfell Tower or Grenfell Walk rehoused to a home in Kensington and Chelsea will pay the lowest of:

- i. the current Council Tax for the household's current home
- ii. the rate for the equivalent band at Grenfell Tower or Grenfell Walk for the size of property the household occupies

Households rehoused to a home outside of Kensington and Chelsea will pay the host authority's Council Tax at the Council Tax band that applied to the home the household lived in at Grenfell Tower or Grenfell Walk.

Residents may also be eligible for Council Tax discounts, deduction, or exemption schemes, depending on their circumstances. The Council, or their local authority if they live outside of the Borough, can provide more advice on support with Council Tax bills.

#### 4.6 Succession

Where there has been no succession or assignment of a tenancy for an original permanent home:

- i. Homes formerly occupied and vacated by survivor household, or Council homes

Former residents of Grenfell Tower and Grenfell Walk will continue to hold the equivalent of pre-Localism Act rights of succession to ensure that their succession rights will be at least as favourable as those they had at Grenfell Tower or Grenfell Walk. The 2012 Localism Act changed the legal rules on statutory succession. Statutory succession rights for tenancies that started after April 2012 (noting that all tenancies granted under the Grenfell Rehousing Policy started after this date) state that only allow a spouse or civil partner, or cohabitee can succeed to a tenancy.

For tenancies that started before April 2012, other family members also have the right to succeed.

Therefore, tenancy agreements for new permanent homes will allow family members to succeed to the tenancy in the following three circumstances.

- a. If a joint tenancy has been granted, upon the death of a joint tenant the tenancy will automatically pass to the remaining tenant.
- b. If a sole tenancy has been granted, upon the death of the tenant the tenancy will pass to

tenant's spouse or civil partner as long as they were living in the property when the sole tenant died.

- c. If a sole tenancy has been granted and the tenant does not have a partner/ spouse, upon their death the tenancy can pass to a member of their family (parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece) if:
  - that family member has lived in the property as their main home at the time of the sole tenant's death and
  - that family member has lived there for more than twelve months
- ii. Homes owned and managed by housing associations (and other local authorities) not formerly occupied and vacated by a survivor household

Where a household moves to a home owned and managed by housing associations (and other local authorities) not formerly occupied and vacated by a survivor household the landlord's succession policy may apply. However, the Council will request and expect that the landlord grants succession rights equivalent to those given under this policy to households moving to homes formerly occupied and vacated by survivor household, or to Council homes, though this cannot be guaranteed.

Residents will be provided with all the information they need to make a fully informed choice.

Where there **has been** a succession or assignment of a tenancy for an original permanent home, the landlord's succession policy for the new permanent home will apply. This means that the original commitment on the equivalent of pre-Localism rights of succession will not apply.

#### **4.7 Further offers of housing to household members who cannot succeed to the original tenancy**

Members of the household may find that they cannot succeed to the tenancy because a succession has already occurred.

Therefore, one further allocation of suitable housing will be granted to a member of the household (parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece) who cannot succeed to the original tenancy in the following two circumstances:

- if a succession has already occurred through a joint to sole succession
- if a succession has already occurred through survivorship

where that family member

- lived with the tenant at the time of the Grenfell Tower tragedy, and
- has lived continuously with the tenant in the tenant's home as their principal home for twelve months before the death of the tenant, and
- who would otherwise be homeless as a result of not satisfying the conditions set out in section 4.6 (i) above.

Where one further allocation is agreed, the Council will undertake an assessment of the household member's needs. Therefore, the one further allocation may be to another social housing home and not necessarily the home the household member has been occupying.

However, if the family member has been living in a home acquired for former residents of Grenfell Tower or Grenfell Walk during the original rehousing programme, the family member may choose to be allocated a tenancy to that

home on the 'average Grenfell rent' for that size of home, even if this results in there being spare bedrooms. The tenant may be liable for bedroom tax in such circumstances. Residents will be provided with all the information they need to make a fully informed choice. If the household member chooses to move to a smaller home that reflects their needs, the rents and service charges they will pay will be capped at average Grenfell levels.

## **5. Property Size And Accessibility**

### **5.1 Like-for-like**

Households will be offered the same size of home (number of bedrooms) as their original permanent home.

### **5.2 Overcrowded households**

Households who are overcrowded in their original permanent home, and who need to move to a larger home with more bedrooms, will not qualify for rehousing under the Grenfell Settled Home Policy. Instead, they will be assessed under the Council's main Housing Allocation Scheme.

For the avoidance of doubt, under the Grenfell Settled Home Policy households will only be able to move to properties that are the same size or smaller.

Where overcrowded households formerly resident at Grenfell Tower or Grenfell Walk do move under the main Scheme, the same rules that are used for housing benefit purposes will be used to calculate the recommended bedroom size. This means that children of the same sex can share up to the age of 16 and different sexes up until the age of 10. Medical exemptions will also be considered when determining the number of bed spaces required.

### **5.3 Visiting children where parents have separated**

Section 1.2 explains that a separating or separated tenant or partner may be rehoused to their own new permanent home under the Grenfell Settled Home Policy. Where parents rehoused to a new permanent home have children who will stay with them (ie their children's main residence is elsewhere), the following rules will apply.

Where a parent would ordinarily be rehoused to a studio or one bedroom home, they may have one additional bedroom for visiting children.

Where a parent is rehoused to a two bedroom home or larger, visiting children will be expected to share bedrooms with any siblings resident in the new permanent home.

### **5.4 Households with spare bedrooms in their original permanent home**

Households with spare bedrooms in their original permanent home may choose to downsize to a smaller home if they wish. They will be able to retain one spare bedroom in their new permanent home.

Households who choose to downsize will qualify for any financial incentives and support offered to social housing tenants who choose to downsize under the main Housing Allocation Scheme.

### **5.5 Households who live in an accessible home but do not require it**

The Council tries to maximise the availability of accessible homes for households with mobility difficulties. Therefore, it supports and incentivises households living in accessible homes they do not need to move to a 'general needs' or 'non-accessible' home on a voluntary basis. This is called a 'mobility transfer'.

Households living in an accessible home who choose to move to a general needs home will qualify for the financial incentives and support

offered to social housing tenants who choose to make these types of move under the main Housing Allocation Scheme. The Council's Housing Occupational Therapists will determine whether a property meets the criteria for a 'mobility transfer'.

### **5.6 Adaptations**

Households with family members who have mobility difficulties and who may require adaptations to their new permanent home will receive advice and support either from the Council's Housing Occupational Therapists or the Council's Adult Social Care Occupational Therapists.

Households should note that major adaptations can take time to assess and to complete. Households who may require major adaptations will be provided with all the information they need to make a fully informed choice.

## **6. LETTINGS PROCESS**

### **6.1 Rehousing options**

A number of rehousing options are available to former residents of Grenfell Tower and Grenfell Walk. Some are available under the Grenfell Settled Home Policy while others exist outside of it.

- i. Homes formerly occupied and vacated by survivor household, or Council homes – let under the Grenfell Settled Home Policy

These are permanent homes formerly occupied by former residents of Grenfell Tower or Grenfell Walk following the original rehousing programme that become available to let.

These homes are owned and managed by the Council, by housing associations, or in a very small number of cases by other local authorities.

- ii. Homes owned and managed by housing associations (and other local authorities) not formerly occupied and vacated by a survivor household – let under the Grenfell Settled Home Policy

There are permanent homes that become available to the Council to let through the usual supply of social housing, and not occupied by former residents of Grenfell Tower or Grenfell Walk during the original rehousing programme. These homes are owned and managed by the Council or by housing associations, or on rare occasions, by other local authorities.

- iii. Mutual exchange with other former residents of Grenfell Tower or Grenfell Walk – not a letting under the Grenfell Settled Home Policy

This is where one survivor household swaps homes, and tenancy agreements and terms, with another survivor household.

Moving to an original permanent home granted under the Grenfell Rehousing Policy through a mutual exchange means that the household will retain their rights to capped rent, service charges and council tax, will retain their rights to a lifetime tenancy, and retain their tenancy succession rights.

Original permanent homes available for mutual exchange will be advertised on a relaunched Grenfell Home Connections Portal, available only to former residents of Grenfell Tower or Grenfell Walk. Mutual exchanges of this kind will not count as a move under the Grenfell Settled Home Policy.

- iv. Mutual exchange with a RBKC Council tenant who is living in home not occupied by a survivor household – not a letting under the Grenfell Settled Home Policy

This is where a survivor household swaps homes, and tenancy agreements and terms, with a non-Grenfell Council tenant.

A survivor household moving to a RBKC Council home through a mutual exchange will retain their rights to capped rent, service charges and council tax, will retain their rights to a lifetime tenancy, and retain their tenancy succession rights.

- v. Mutual exchange with a housing association tenant or a tenant of another local authority who is not a former resident of Grenfell Tower or Grenfell Walk – not a letting under the Grenfell Settled Home Policy

This is where a survivor household swaps homes, and tenancy agreements and terms, with a non-Grenfell housing association tenant or a non-Grenfell tenant of another local authority.

Households moving to a new home through this option will not retain the commitments on rent, service charges, and council tax, and commitments to a lifetime tenancy and on succession rights where the mutual exchange legally requires the tenants to assign their existing tenancies to each other.

Where the mutual exchange requires the tenants to surrender their existing tenancy and sign a new tenancy for their new property, the Council will ask the new landlord to adhere to the commitments, but this cannot be guaranteed.

- vi. Rehousing to a home in the private rented sector or through non-RBKC rehousing Schemes.

This is where a household **voluntarily** moves to a home in the private rented sector, or moves to a new home through a rehousing scheme run by another body, such as the Seaside and Country Homes Scheme (Mayor of London), or HomeFinder (Home Connections).

Households moving to a new home through any of these options will not retain the commitments on rent, service charges, and

council tax, and commitments to a lifetime tenancy and on succession rights.

The Council will not actively encourage a resident or household to pursue a private rented sector option or non-RBKC Housing Scheme rather than rehousing through the Grenfell Settled Home Policy or main Housing Allocation Scheme. Residents will be provided with all the information they need to make a fully informed choice.

## **6.2 Expressing an interest in an available home**

Once a household has been awarded Grenfell Settled Home Priority and is included on the Council's Housing Register they will be able to express an interest in available homes advertised on the Council's choice-based lettings system, Home Connections.

Two Home Connections portals will be available to former residents of Grenfell Tower and Grenfell Walk: a relaunched Grenfell Home Connections portal and the main Home Connections portal (see sections 6.3 and 6.4 below).

Households will be able to express an interest in homes that meet their specified needs including the number of bedrooms they are entitled to and any essential requirements concerning mobility and accessibility.

## **6.3 Advertising and letting homes formerly occupied and vacated by survivor households**

Homes formerly occupied and vacated by survivor households will be made available and offered first to survivor households seeking rehousing through the Grenfell Settled Home Policy. These homes will be made available for expressions of interest from former residents of Grenfell Tower or Grenfell Walk on a relaunched Grenfell Home Connections portal.

Original permanent homes not accepted by former residents of Grenfell Tower and Grenfell Walk will be made available for expressions of interest from other residents on the Housing Register in need of a more suitable home, and be advertised on the main Home Connections portal.

## **6.4 Advertising and letting homes not formerly occupied and vacated by a survivor household**

Homes not formerly occupied and vacated by a survivor household will be advertised for expressions of interest on the main Home Connections portal only.

Former residents of Grenfell Tower and Grenfell Walk will be able to express an interest in these homes through the main portal.

## **6.5 Assisted choice and direct offers**

Households who are not able to access or do not feel comfortable using Home Connections be offered assisted choice: support from the Council to make suitable expressions of interest in available homes.

Assisted choice may also be used where a household has particular needs that require a particular property: for example, an accessible home.

If a household has an overriding need for a specific type of property, a direct offer may be made. A direct offer of a property is one made directly to a household rather than advertising on Home Connections.

## **6.6 Number of expressions of interest/offers**

There is no limit to the number of expressions of interest a resident can make or offers of accommodation made to any household under this policy.

There is no limit on the number of offers a household can decline, and households will not be penalised or experience any other impact

on their application for rehousing as a result of declining an offer of a new permanent home.

### **6.7 Timescales for accepting an offer of a permanent new home**

Having been offered a home and indicated a wish to move to it, households will have two weeks to accept the offer. Residents will be required to sign a memorandum of understanding clarifying any personalisation works to be undertaken if the home is not yet ready to move in to.

### **6.8 Relinquishing an existing tenancy upon accepting an offer of a new home**

Where a household has accepted an offer of a new home, they will be required to relinquish their existing tenancy within five working days of acceptance. The Council will not expect a household to move out of the original permanent home if their new permanent home is not ready to occupy (for example, due to ongoing works).

## **7. Property Letting Standards**

### **7.1 Homes formerly occupied and vacated by survivor households**

All homes will be brought and maintained to a minimum standard, with any outstanding repairs resolved as per conditions of tenancy agreement.

Smart thermostats are also offered to all tenants where their heating system is compatible.

### **7.2 Homes not formerly occupied and vacated by a survivor household**

Homes will be brought up to the landlord's usual lettings standard prior to letting. For RBKC Council properties, this will be in line with the new home standard used by Grenfell Housing Services in which full decorations will be provided.

A brochure will be provided to residents so they know what they can expect, and where a full refurbishment is required, they will be able to use the brochure to make decisions on specific finishes available. Any additional elements requested outside of the brochure will need to be paid for by the tenant either using the personalisation fund below or their own funding.

Smart thermostats are also offered to all tenants where their heating system is compatible.

### **7.3 Personalisation works**

Personalisation works that fall outside of works required to bring the new permanent home up to the letting standard will be capped at the following rates.

£3,000 for single households and couples

£5,000 for families

## **8. The Purchase Of New Homes**

The Council will not purchase any further homes for former residents of Grenfell Tower and Grenfell Walk except in very exceptional circumstances where the Council determines that the specific needs of a household cannot be met within the available stock of original permanent homes or the standard supply of Council and non-Council homes made available to the Council for letting.

## **9. Wrap-Around Support**

### **9.1 Advice about a move to a new home**

Households thinking about a move to a new permanent home will be offered support and advice by teams within the Council (including Grenfell Liaison and the Dedicated Service), from advocates and advice agencies, from medical and healthcare professionals such as the Grenfell Health and Wellbeing Service, and

any other relevant service and, of course, from their family and friends

It is recommended that advice and support covers issues such as whether a move to a new permanent home will address barriers to recovery, realistic expectations about timescales waiting for a new home, the features and standards of a new home, and support before, during and after the move.

## 9.2 Removals

The Council will cover reasonable costs of moving to a permanent new home.

## 9.3 Storage of possessions

The Council will not offer any storage of household possessions.

# 10. Grenfell Home Ownership Options

## 10.1 Home ownership options for former residents of Grenfell Tower and Grenfell Walk

Three home ownership options are available to residents who were Council tenants, or were placed by the Council in temporary accommodation, in Grenfell Tower or Grenfell Walk at the time of the Grenfell Tower tragedy, or who became social housing tenants as a result of the original rehousing programme.

Qualifying tenants can only choose one option: they cannot be used in combination.

- i. The three options are as follows.

Statutory Right to Buy (assistance to purchase your Council home)

This option is available to all Council tenants and to some housing association tenants where their landlord offers an equivalent voluntary arrangement (known as the Right to Acquire).

Therefore, the Statutory Right to Buy and the Right to Acquire are mainstream options and not designed especially for former residents of Grenfell Tower and Grenfell Walk.

However, where former residents of Grenfell Tower or Grenfell Walk moved to a permanent home under the Grenfell Rehousing Policy, owned and managed by a housing association, the housing association provided a 'contractual right to buy' equivalent to the Statutory Right to Buy.

- ii. The Grenfell Assisted Homeownership Scheme (assistance to purchase a share of your existing home)

This is an enhanced home ownership scheme provided by the Government to assist former Grenfell residents to purchase a share of their existing permanent home. This scheme restores former Grenfell residents' Statutory Right to Buy.

- iii. Enhanced Portable Discount (assistance to purchase a home on the open market)

In recognition of the fact that former Grenfell residents may not be able to buy their home, even with the options set out above, because of affordability or being housed in a property with restrictions placed on it, the Council offers an enhanced home ownership scheme.

This scheme offers former Grenfell residents who qualify for the Statutory Right to Buy the chance to buy a home anywhere in the country, with some extra financial assistance from the Council, in recognition of the additional costs associated with buying a home on the open market.

More information on the three home ownership options can be made available to residents on request.

## 10.2 A new permanent home and the Grenfell home options

- i. Homes formerly occupied and vacated by survivor household, and Council homes

The three home ownership options will be guaranteed for former residents of Grenfell Tower and Grenfell Walk, who are tenants, and who move to a RBKC Council home or a home formerly occupied and vacated by survivor household.

- ii. Homes owned and managed by housing associations not formerly occupied and vacated by a survivor household

Where a household moves to a home owned and managed by housing associations not formerly occupied and vacated by a survivor household the Enhanced Portable Discount option will remain guaranteed. However, the contractual right to buy / the Right to Acquire and the Grenfell Assisted Homeownership Scheme may not remain available.

There are strict rules that govern whether a housing association tenant has the Right to Acquire their home. This might mean that the housing association may not be able to offer the Right to Acquire or a contractual right to buy.

Similarly, the Government and its partners may not be able to offer the Grenfell Assisted Homeownership Scheme for a housing association home not previously occupied by a former resident of Grenfell Tower or Grenfell Walk. Therefore, the tenant may not have the option of buying their existing home.

If a household is considering a move to a housing association home not previously occupied by a former resident of Grenfell Tower or Grenfell Walk, the Council will offer detailed bespoke advice about home ownership options so that they can make a fully informed decision.

## 11. Communications Through The Settled Home Rehousing Process

The Council will commit to high and personalised communication standards throughout the Settled Home rehousing process. This will include:

- a simplified and personalised rehousing application process
- a personalised rehousing plan for each household summarising options, commitments, responsibilities and expectations
- advice and information on the supply and typical waiting times for the homes households are seeking, so that households can make informed choices about their rehousing
- regular personalised updates to households seeking rehousing, where requested (and at a frequency to be agreed between the Council and the household)
- information and updates to all households seeking rehousing, including FAQs, reports on properties let, and explanations on rent uplifts and service charge changes.

## 12. Complaints And Appeals

This policy aims to refresh the Council's commitment to provide former residents of Grenfell Tower and Grenfell Walk with a safe and settled home in which they can rebuild their lives.

If a resident is unhappy with the way their housing case has been handled we encourage them to raise this with their Dedicated Service Worker first so we can try resolve issues as quickly and smoothly as possible.

If a former resident of Grenfell Tower or Grenfell Walk wishes to submit a complaint or an appeal about the application of this policy to their own circumstances, they may contact the Council's Housing Review and Scrutiny Team in the following ways.

By email      [housingreviews@rbkc.gov.uk](mailto:housingreviews@rbkc.gov.uk)

In writing      Housing Review and Scrutiny  
Housing Needs Department  
Royal Borough of Kensington and  
Chelsea  
The Town Hall  
Hornton Street  
London W8 7NX

### **13. Discretion**

The Director of Housing Needs has the delegated authority in exceptional circumstances to apply discretion and to amend or waive this policy.

### **14. Reviewing The Grenfell Settled Home Policy**

The Council will continue to monitor the effect of this policy, listening to former residents of Grenfell Tower and Grenfell Walk, with the aim of ensuring that it meets the community's needs in the best way that it possibly can.

Formally, the Council will review the policy not later than two years after its implementation.

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