



Helping you decide where you want to live

Wider Grenfell
Rehousing Policy



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

For residents of the Walkways, Bramley House and Treadgold House

We recognise that people living close to Grenfell Tower were affected by the tragedy of 14 June 2017 and that they have different views about where they now want to live.

Tenants living in the Walkways, Bramley House and Treadgold House did not lose their homes as a result of the tragedy. However we understand that some want to stay, some would like to move away while others are undecided (for example, while the Tower is being wrapped). This brochure gives more details of how we will help with future housing options.

From November 2017 to January 2018 we consulted widely on a Walkways Rehousing Policy. We listened carefully to feedback from residents, ward councillors and the Grenfell Recovery Scrutiny Committee and as a result of this feedback we adapted the policy to include those tenants who were living in Bramley House and Treadgold House prior to the tragedy as well as Walkways tenants. The policy agreed is now known as The Wider Grenfell Rehousing Policy.

The Wider Grenfell Rehousing Policy – what it means

The Council has a points system for its Housing Register, sometimes called the housing waiting list. You are given priority points based on your personal housing situation. The greater your need to be rehoused, the more points you will be given, and the further up the Housing Register you will go.

The Wider Grenfell Rehousing Policy gives 900 points to tenants of the Walkways, Bramley House and Treadgold House who qualify and make an application for the points. This is the same number of points given to people who need to move because of a serious medical problem.

Home Connections

Once your application to be rehoused has been approved, it will result in you having a high priority on the Council's Housing Register. You will then be able to register an interest in existing Council or housing association properties which are advertised on Home Connections – www.homeconnections.org.uk – the Council's Choice-Based Lettings website and you will have a better chance of moving to a new home. The properties on Home Connections do not include those we acquired for the former residents of Grenfell Tower and Grenfell Walk.

Staying in your home

We are working on a resident-led multi-million pound refurbishment of the Lancaster West Estate so there are positive changes coming which residents can be a part of if they aren't already.

How the points work

The 900 points for rehousing

Tenants who qualify will receive 900 points which gives them high priority on the Housing Register. This is the same as someone who needs to be rehoused because of a serious medical problem.

These points can be combined with a further 900 points if you have special medical needs. (See questions on page 5/6 for more information).

They can also be combined with a further 200 points if your property is overcrowded. Overcrowding priority is given if a family needs two or more bedrooms in their new home.

As of mid-March there were currently around 80 households with more than 900 points on the Housing Register. The total number of households on the Housing Register was around 3390.

No time limit on applying for the points

You can apply for these points at any time. **If you are living in a hotel you will not be given these points until you move out.**

Up to two offers of suitable housing

You will be given up to two offers of suitable housing. If you refuse two suitable offers you will still keep your points but will lose your priority over other tenants who have the same number points as you. We will make sure an offer is suitable for you in terms of property size, location, affordability, and accessibility.

You have the right to appeal if you disagree with the decision. You can get details of how to appeal from your Housing Adviser.

We have written to all tenants of the Walkways, Bramley House and Treadgold House to explain the Wider Grenfell Rehousing Policy.

If you do not have an application form, the following step-by-step guide explains how to get a form, apply for your points and look for a new home.

Please see overleaf.

Applying for rehousing

A step by step guide to rehousing for Walkways, Bramley House and Treadgold House tenants

<p>1  Do you want to move home? Yes.</p>	<p>2 If 'yes' speak to a HOUSING ADVISER to discuss your options. You can reach them on 020 7361 3008</p>				
<p>3 Complete a rehousing application form. You can:</p> <table border="0"><tr><td data-bbox="134 763 778 875"> Download at www.rbkc.gov.uk/wgrp-form</td><td data-bbox="783 763 1378 875">or  Ask a HOUSING ADVISER to post you one.</td></tr><tr><td data-bbox="134 904 778 1016"> and email it back to us at widergrenfell@rbkc.gov.uk</td><td data-bbox="783 904 1378 1016">or  Pick one up from the Lancaster West Neighbourhood Office, Unit 2, Baseline Studios.</td></tr></table>		 Download at www.rbkc.gov.uk/wgrp-form	or  Ask a HOUSING ADVISER to post you one.	 and email it back to us at widergrenfell@rbkc.gov.uk	or  Pick one up from the Lancaster West Neighbourhood Office, Unit 2, Baseline Studios.
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 and email it back to us at widergrenfell@rbkc.gov.uk	or  Pick one up from the Lancaster West Neighbourhood Office, Unit 2, Baseline Studios.				
<p>4 Once you've completed the form you can hand it in to the Lancaster West Neighbourhood Office or Kensington Town Hall. Or you can post to:</p> <table border="0"><tr><td data-bbox="220 1173 778 1285"> Lancaster West Neighbourhood Office, Unit 2, Baseline Studios, Whitchurch Road, W11 4AT</td><td data-bbox="783 1173 847 1285">or</td><td data-bbox="879 1173 1278 1285"> Kensington Town Hall, Hornton Street, Kensington, W8 7NX</td></tr></table> <p>We will then contact you and arrange a meeting.</p>		 Lancaster West Neighbourhood Office, Unit 2, Baseline Studios, Whitchurch Road, W11 4AT	or	 Kensington Town Hall, Hornton Street, Kensington, W8 7NX	
 Lancaster West Neighbourhood Office, Unit 2, Baseline Studios, Whitchurch Road, W11 4AT	or	 Kensington Town Hall, Hornton Street, Kensington, W8 7NX			
<p>5  You and all other members of your household will need proof of ID such as a passport, driving licence or Home Office documents, and proof of your relationship with other household members (if any).</p>	<p>6  If you qualify to be rehoused, we will send you a letter giving you your points plus your login details for www.homeconnections.org.uk, the website where you can register an interest in properties.</p>				
<p>7  You can then start to view available Council and housing association properties and register an interest in those that are suitable. You can bid for up to three properties in a week.</p>	<p>8  If you are matched against your chosen property, you will be able to view the following week and will have one or two days to decide whether you want the property. The resident with the highest priority will get first refusal.</p>				

Who qualifies?

You qualify if you were:

- > A Kensington and Chelsea Council tenant or
- > A household placed by Kensington and Chelsea Council in temporary accommodation in one of the blocks listed below at the time of the tragedy.

And at the time of the tragedy you were tenants living in one of these blocks as your main home:

- The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)
- Bramley House
- Treadgold House

Who doesn't qualify?

- If you were a leaseholder, private sector tenant or lodger living in the Walkways, Bramley House or Treadgold House prior to the tragedy you do not qualify for rehousing. However, we can help with housing advice and support and our housing team are discussing future housing options with affected leaseholders.
- If you were placed by a different council into the Walkways, Bramley House or Treadgold House as temporary accommodation.
- If you were living with a tenant but now wish to be rehoused by yourself.

For example, you may have been living at home with your mother who is a secure tenant in the Walkways, Treadgold House or Bramley House. Your mother may be able to remain living at home, but you do not feel able to do so.

You cannot apply for Wider Grenfell Priority because you are not a Council tenant. However, you can seek advice from the Housing Department about housing options that might be available to you. **[See back page for how to contact the Housing Department]** You will also continue to be offered support from the Grenfell Care and Support Service.

How do I apply for my points?

The illustration on **page 4** shows you a step-by-step guide of how you apply for your points and the next steps to being rehoused.

You cannot be awarded your points while you are living in hotel accommodation. You have to move back home or into self-contained temporary accommodation to qualify.

Why do I have to move from my hotel to apply for points?

We know that in the long term it is not practical, comfortable or healthy to live in hotel accommodation. It would be wrong for us to give tenants the impression they can expect to move directly from hotel accommodation to a permanent new home. Every year the number of households waiting for a property on the Housing Register is greater than the number of properties available. There are more details about the average time it takes to move on page 6.

Use of hotel rooms

The Council has a duty to make sure that public money is well spent and we want to ensure that hotel rooms are still being used by people who need them. To do this, we will be carrying out some routine checks, similar to those that we would normally do where residents are staying in temporary or emergency accommodation.

Other questions you may have

What are special medical needs?

Medical points are not just awarded because a tenant or a member of their family has significant health problems. They can be awarded if it becomes difficult for a tenant or member of their family to live an independent life in their home. An example of this might be a resident who has a long term mobility problem which means their existing property is unsuitable.

We will assess medical points based on where you are currently living. Therefore, if you qualified for medical points in your home in the Walkways, Treadgold House or Bramley House, but you are currently in suitable self-contained temporary housing, you will not qualify for medical points. Of course, you will still have 900 Wider Grenfell Priority points.

Am I overcrowded?

Overcrowding priority is given if a family needs two or more bedrooms than they have in their current home.

We will assess these points based on where you are currently living. Therefore, if you are lacking two or more bedrooms in your home in the Walkways, Bramley House or Treadgold House, but you are currently in larger suitable self-contained temporary housing, you will not qualify for overcrowding points. Of course, you will still have 900 Wider Grenfell Priority points.

If I move to another property will my tenancy be the same as before?

This will depend on the property you move into. If it is a Council property you will be given a lifetime secure tenancy. This means you have the right to live in your home for your lifetime, as long as you don't break the rules of your tenancy. If you move to a housing association property your tenancy maybe for a fixed period as housing associations have different rules.

What will the rent and service charge payments be if I am rehoused through the Housing Register?

If you move to another home you will pay whatever the rent and service charges are for your new property whether it is managed by the Council or a housing association. Your previous rent and service charges will not be protected so you may pay more.

How long will I have to wait on the Housing Register for a suitable home?

It is not possible to say how long you will have to wait for a suitable home. The average waiting time in the year 2016/2017 was nearly three years but this was for all properties from studio flats to five-bedroom properties. Waiting times vary according to each household's needs such as the number of bedrooms required. Households who need larger homes tend to have to wait for a longer time.

We are committed to building more social and affordable homes in the borough. Over the next five years we will be investing £220 million in new social housing and the repair and refurbishment of some existing homes.



I want to stay or move back home

Around two out of three households chose to remain in their home after the tragedy and continue to live there. We know that for some, this was not an easy or comfortable choice to make. We appreciate the distress the tragedy has caused, and the resulting disruption to services in the local community.

We also appreciate that following the tragedy some tenants may feel unable to return to their home either in the short or long term. They may also be reluctant to stay because the Estate has not been managed in a satisfactory way in the past.

What we are doing to make improvements

The Council are working with residents on a multi-million pound refurbishment of the Lancaster West Estate.

The Council has taken back housing management services from Kensington and Chelsea Tenant Management Organisation (KCTMO) and is working hard to improve the level of service to residents.

We are bringing in new systems that will reduce waiting times for repairs and include a checking system that will make sure jobs are not signed off as completed until residents are happy. Emergency work will be finished more quickly, and a new appointment system introduced to avoid missed appointments. If we miss our targets you will have the right to compensation.

What about fire safety? Is my home safe?

Since the Grenfell tragedy, we have reviewed - and are continuing to review the fire safety of the Lancaster West Estate. Qualified fire marshals are on duty at the Walkways 24 hours a day until this work is completed. A new programme of Fire Risk Assessments (FRAs) completed by independent fire safety experts, is underway. All new FRAs for the Estate will be published on the Council's website by May 2018.

Examples of fire safety improvements include updating all flat fire doors and installing fire safety curtains to keep communal areas free of smoke in the event of an emergency.

You can see recent FRAs at www.rbkc.gov.uk/fras

When will Grenfell Tower be completely covered?

We understand that many people find the sight of Grenfell Tower distressing.

Work is continuing at the Grenfell Tower site, overseen by the independent site management team. The process of covering the Tower is set to be completed by 10 June 2018.

The future of the site will be decided by residents, who will agree a fitting memorial so that the tragedy can be respectfully remembered.

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 لطفا 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.

Contact details

By email

widergrenfell@rbkc.gov.uk

By telephone

020 7361 3008

In writing

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