



Housing Allocation Scheme

2023 Summary Document and
Frequently Asked Questions

Housing
Needs



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Summary Document and Frequently Asked Questions

0	Introduction	<p>The Allocation Scheme 2023 seeks to strike a balance between the great need for affordable social rent level housing and the real shortage of available properties.</p> <p>It focuses on a combination of:</p> <ul style="list-style-type: none"> • an enhanced offer to those homeless families who choose a move to the private rented sector instead of living in temporary accommodation, with a new priority category being created. • Increasing the priority and points on the Housing Register to encourage those households with extra rooms, or who are in accessible properties that they do not need, to move to another home of their choice. The homes vacated will then be available for those needing a family sized or accessible home. • a more explicit indication of waiting times, with the new annual award of waiting points. <p>This factsheet provides some brief answers to the following frequently asked questions:</p> <ol style="list-style-type: none"> 1. Why does RBKC need an Allocation Scheme? 2. What is the housing register? 3. Who is able to join RBKC’s housing register? 4. Who can provide advice about applying to join the housing register? 5. What should you do if you are or think you may become homeless? 6. Which types of housing needs are prioritised? 7. Will you be able to choose a property? 8. How do we decide which home may be suitable? 9. How is housing allocated? 10. How many homes become available each year? 11. What is the Council doing to increase the number of homes? 12. Are there other ways to find a home? 13. Who should you contact if you have a problem with an existing housing register application? 14. What can you do if you do not agree with a decision made about your application to the housing register? 15. Glossary – some words and terms explained.
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		<p>This document provides a summary of the key points and helps you know where to look in the Allocation Scheme 2023 for more information about each topic if you do not find all the information you need here.</p>	
			<p>Relevant scheme sections or other sources</p>
1	<p>Why does RBKC need an Allocation Scheme?</p>	<p>A Housing Allocation Scheme is a council policy that explains how we rehouse residents to social housing - a home you can rent that is owned and managed by the Council or by a housing association. It sets out the rules for:</p> <ul style="list-style-type: none"> • who can apply to be rehoused by the Council to social housing • what priority for rehousing the Council gives to residents who need a more suitable home – for example, because they need to move for health reasons, because they are overcrowded, or because they are homeless • how the Council lets available Council and housing association homes to residents on our Housing Register. <p>All local councils, that let available Council and housing association homes, must have a Housing Allocation Scheme. The law sets out some rules that all councils have to follow in their Schemes. However, different councils have different Schemes – no two Schemes are exactly the same.</p>	<p>S.1 What does the housing allocation scheme do?</p> <p>Appendix one: The law on housing allocation schemes</p>

2	What is the housing register?	<p>The Housing Register is a record of every household that we agreed have a housing need to be rehoused to a new Council or housing association home. Therefore, our Housing Register is a register of households that:</p> <ul style="list-style-type: none"> a. can apply for social housing in Kensington and Chelsea, and b. have a priority for moving to a better home. <p>It is not a waiting list, though sometimes people call the Housing Register the 'Council waiting list'. It is not like a queue and being registered is not a guarantee of being offered a new home. Where you are on our Housing Register is based mainly on your priority for rehousing. Your priority does increase the longer you have been waiting, but that is not the main factor that will determine when you may be rehoused.</p>	<p>Relevant scheme sections or other sources</p> <p>S.1 What does the housing allocation scheme do?</p>
3	Who can join RBKC's housing register?	<p>There are rules about who can and cannot apply to our Housing Register and be rehoused in a Council or housing association home. You need to be both eligible and meet the qualification rules to join.</p> <p>1. Are you 'eligible' to join our Housing Register? This is mainly about your immigration status. Usually, you are eligible, or have the right, to join our Housing Register and be rehoused to social housing if:</p> <ul style="list-style-type: none"> • you are a British or Irish citizen • you have indefinite leave to remain • you have settled status under the EU settlement scheme • you have the 'right of abode' as a Commonwealth citizen • you have refugee status or humanitarian protection • you have a visa that allows you recourse to public funds 	<p>S.2 Who can apply to our housing register?</p> <p>S.3 Equality, diversity, and inclusion</p> <p>Appendix four: Immigration rules</p> <p>S.20.6 Choosing private rented sector</p> <p>Appendix five: Exceptions to our local residency rule</p>

	<p>It's important to get advice to make sure you are eligible to join a housing register.</p> <p>2. Do you 'qualify' to join our Housing Register?</p> <p>We have local rules about who can join or 'qualify' for our Housing Register. Four main reasons why you may not be able to apply are:</p> <ul style="list-style-type: none"> i. Not living in Kensington and Chelsea for 3 years without a break ii. Not being given a priority or points for rehousing iii. Having enough money to be able to find your own housing iv. Being guilty of unacceptable or unreasonable behaviour <p>You need to be living in Kensington and Chelsea and to have lived here for at least 3 years, without a break, before being able to join our Housing Register. This is called our 'local residency rule'. However, this may not apply to you if:</p> <ul style="list-style-type: none"> • the Council has given you housing inside or outside of Kensington and Chelsea because we have a legal duty to help you – for example, you were homeless and we gave you temporary accommodation, or you qualify for Choosing Private Rented Sector points • the Council has given you supported housing outside of Kensington and Chelsea • we have agreed that we will rehouse you as part of a reciprocal or 'swap' agreement with another local council, social landlord or another organisation • we have agreed to rehouse you as part of a national, regional, or pan-London agreement to help rehouse households in certain circumstances, or because we are a member of a scheme such as the Police Witness Protection Scheme 	<p>Relevant scheme sections or other sources</p> <p>S.2 Who can apply to our housing register?</p> <p>S.3 Equality, diversity, and inclusion</p> <p>Appendix four: Immigration rules</p> <p>S.20.6 Choosing private rented sector</p> <p>Appendix five: Exceptions to our local residency rule</p>
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	<ul style="list-style-type: none"> • you are serving or have served in the Armed Forces, or a family member is serving or has served in the Armed Forces • you are tenant in a Kensington and Chelsea Council home located outside of the Borough • you have the 'Right to Move' and apply to this Council for rehousing. <p>We can decide to allow other communities or people to apply to join our Housing Register even if they are not living in Kensington and Chelsea when they apply and have not lived here for at least 3 years without a break. For example, this might include households who are experiencing or have experienced domestic abuse, members of the Travelling Community, or former unaccompanied asylum seekers who are leaving our care.</p>	<p>Relevant scheme sections or other sources</p> <p>Appendix three: The 'right to move' for work for existing social housing tenants</p>
4	<p>Who can provide advice about applying to join the housing register?</p> <p>The housing department's Housing Solutions Team – They can provide advice around all housing options and advise whether the housing register would be a viable one for your housing situation. The best way to contact the Housing Solutions Team for advice, assistance, or to apply to join the register is using the Online assistance form that you will find at: www.rbkc.gov.uk/housing/help-housing-homelessness-and-finding-new-home.</p> <p>You can also contact the Housing Solutions Team by email, phone, or in person. General information about your housing options, including applying to our Housing Register, can be found online at www.rbkc.gov.uk/housing, or you can get in touch with us using the contact details on the right.</p> <p>If you require assistance in using online resources, including applying to our Housing Register, you can contact us by phone or in person using the details on the right.</p> <p>You can contact an independent voluntary agency like Shelter for advice and support too if you think that might be useful.</p>	<p>Online assistance form located at www.rbkc.gov.uk/housing/help-housing-homelessness-and-finding-new-home.</p> <p>Email: Housing Solutions @rbkc.gov.uk</p> <p>Phone: 0207 361 3272 or 0207 361 3008</p>

		<p>Relevant scheme sections or other sources</p> <p>In Person Monday to Friday from 9am to 5pm at Customer Service Centre Kensington Town Hall, Hornton Street, London, W8 7NX.</p> <p>Shelter https://england.shelter.org.uk/housing_advice</p> <p>Free Shelter Helpline: 0808 800 4444</p>
5	<p>What should you do if you are or think you may become homeless?</p> <p>If your situation is an emergency and you require an urgent response – for example, because you have nowhere to sleep tonight, or you are at risk of domestic abuse or other violence – you should contact the Housing Solutions Team by telephone or in person and ask to speak to a Housing Solutions Duty Officer.</p> <p>An application to the Housing Register is not likely to provide you with a new home quickly enough if you are already out of, or about to lose your home.</p> <p>It is important that you talk to us as soon as possible – we may be able to help you to keep your current home, at least for a time whilst you look at your housing options. If you do become homeless we will attempt to relieve your homelessness by finding you a new home. You may have to move into temporary accommodation whilst we locate a suitable home for you</p>	<p>Housing Solutions @rbkc.gov.uk 0207 361 3272 or 0207 361 3008</p> <p>Shelter https://england.shelter.org.uk/housing_advice</p>

		<p>Most temporary accommodation is situated outside the borough, and you may have to live in another area for a very long time until you are made an offer of longer-term housing. A housing offer may be either social housing or an offer of accommodation in the private rented sector here or in another area.</p> <p>Remember – you may be able to choose to move into a private rented home instead of temporary accommodation and be given more points for rehousing to a Council or housing association home.</p>	<p>Relevant scheme sections or other sources</p> <p>Free Shelter Helpline: 0808 800 4444</p> <p>S.20 Homelessness</p>
6	Which types of housing needs are prioritised?	<p>We use a points system to prioritise households on our Housing Register.</p> <p>This means that we give different points for different reasons for needing a new home. You will find below a table explaining the points we give for different types of housing need – sometimes called priority or points categories.</p> <p>The more points you have, the higher your priority for rehousing.</p> <p>You will find more information on why we have different points categories in Appendix One</p> <p>As well as using points for different types of housing need, we use a banding system. Our banding system helps to explain the different levels of priority we give for different points categories.</p> <p>Priority Band 1 Acute Housing Need Priority Band 2 Major Priority Priority Band 3 Moderate Priority Priority Band 4 General Priority</p>	<p>S.8 Our points and banding system – how we prioritise for rehousing</p> <p>Appendix one: the law on housing allocation schemes</p> <p>S.9 Quotas</p>

Summary of our points and banding system				Relevant scheme sections or other sources
Priority category	Points	Band	See section	
Band 1				<p>S.10 Exceptional priority</p> <p>S.11 Serious risk to welfare</p> <p>S.12 Grenfell settled home priority</p> <p>S.13 Under occupation downsizing</p> <p>S.14 Moving to free up a home for a disabled resident</p> <p>S.15 Health and independence priorities</p> <p>S.16 Wider Grenfell priority</p> <p>S.19 Overcrowding</p>
Exceptional priority	2000	1	10	
Emergency health and independence	2000	1	15	
Serious risk to welfare	1900	1	11	
Grenfell Settled Home	1500	1	12	
Band 2				
Under occupation downsizing	1000 to 1300	2	13	
Accessible home hand back	1000	2	14	
Health and independence	900	2	15	
Wider Grenfell	900	2	16	
Helping adoption and fostering	700	2	17	
Redevelopment of homes	700	2	18	
Band 3				
Choosing PRS	200	3	20.6	
Overcrowding	200	3	19	
Independent living	100	3	21	
Main homelessness duty	100	3	20.4	
Band 4				
Homelessness	10	4	20.10	
K&C Priority	10	4	22	
Sheltered housing and housing for older residents	0	4	30.2	

You need to have at least one of the points categories above to be given additional points too.			Relevant scheme sections or other sources
Additional points			
Waiting points	10 every year	23	<p>S.20 Homelessness</p> <p>S.21 Moving on from support into independent living</p> <p>S.24 Armed forces personnel</p> <p>S.30 Sheltered housing and housing for older residents</p> <p>Appendix three: Right to move</p>
Armed forces	50	24	
Paid work (limited situations)	50	25	
Succession	50	27	
<p>Quotas will be used to make sure that every type of housing need has a fair chance of being rehoused.</p> <p>What are quotas, and how will we use them to allocate homes?</p> <p>A quota is a share of something. In this case, it is a share of the total number of Council and housing association homes that become available each year that we let to households on our Housing Register. Each year, we will set and publish a quota or a share of the total number of available homes that we will try to allocate or let to different types of housing priority on our Housing Register. In other words, we will set a 'target' for the number of homes we let to different types of housing need. We will also publish figures on our actual lets to the different types of housing need, so you can compare our lettings to our quotas.</p> <p>Because we will not know at the beginning of the year how many Council and housing association homes will become available, we will usually set the quotas as percentages (%) of the total lets. In some specific cases, we will set the quota as an actual number of homes.</p>			

What types of housing need will have quotas? We will set quotas for the following types of housing need or priority.	
Type of housing need	Points categories
Homeless households and households who have chosen to move to a private rented home	<ul style="list-style-type: none"> • choosing PRS • main homelessness duty • homelessness
Tenants with spare bedrooms willing to move to smaller home, and tenants in accessible homes willing to move to free them up	<ul style="list-style-type: none"> • under occupation downsizing • accessible home hand back
Overcrowded families	<ul style="list-style-type: none"> • overcrowding
Needing to move for health reasons	<ul style="list-style-type: none"> • health and independence
Special rehousing pathways	
Moving on from supported housing Care Leavers Adults with learning disabilities or autism Adopting and fostering	<ul style="list-style-type: none"> • independent living • independent living • independent living • helping adoption and fostering
Our housing commitments to residents most affected by the Grenfell Tower tragedy will sit outside of the quotas.	

7	Will you be able to choose a property?	<p>Adverts</p> <p>We advertise most of the available Council and housing association homes on a website called Home Connections. Home Connections can be found at these links – Home Connections and RBKC Home Connections.</p> <p>The website uses a system called choice-based lettings (CBL). You will see details on available homes and will be able to let us know that you are interested in them – sometimes called expressing an interest or ‘bidding’.</p> <p>We advertise homes every week when available. Usually, new adverts will go on to Home Connections on a Monday or Tuesday, though look out for homes we might advertise later in the week. The deadline for expressing an interest is usually Sunday at midnight – this is when the advert will close.</p> <p>Direct Offers</p> <p>Direct offers may be used for any applicant, but especially where a household has housing needs that require a particular property: for example, an accessible home, or older person’s accommodation.</p> <p>This means that the household offered the home did not express an interest in it on Home Connections.</p> <p>Based on our recommendations about the type of home you need, and the information you have given us, we will make sure that any home directly offered to you will be suitable.</p> <p>Usually, we will make direct offers in order of priority / points.</p> <p>We can make a direct offer to any household on our Housing Register.</p>
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8	How do we decide which home may be suitable?	<p>Offering a suitable home:</p> <ol style="list-style-type: none"> i. The home you are offered should be suitable for you. This means that it has the right number of bedrooms, it is suitable for any assessed health needs you or a family member may have, and that you will be able to afford the rent and service charges. ii. Social landlords have their own rules on suitability. This means that even if we think an available home is suitable for you and we nominate you for it, the landlord for that home may say no. <p>The following table should help you work out how many bedrooms you need.</p>	<p>Relevant scheme sections or other sources</p> <p>S.5 Who can be included in your family or household?</p> <p>S.6 How many bedrooms do you need?</p> <p>S.29 How we let available homes?</p>
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	One adult or couple plus:								
	Single person	Couple	Two adults not living as a couple	One child or another adult	Two children of the same sex aged 20 or under	Two children of different sexes aged under 10	Two children of different sexes, one or both aged 10 or over	Three children	Four or more children
Studio flat	X								
One bed		X							
Two beds			X	X	X	X			
Three beds							X	X	X
Four beds									X

9	How is housing allocated?	<p>Once a household has been 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.</p> <p>When you log in to your account on Home Connections, you can look at previous homes you expressed an interest for, as well as any current expressions of interest. You can see where you came on the list of households who also expressed an interest.</p> <p>This is an indication of where you will be on the priority list. Once the advert is closed the next stage in the process is called 'verification'. This is because the Council has to verify that out of the households that have expressed an interest in the property, the shortlist includes those with the greatest assessed need and also to make sure that the final shortlist only includes households for whom the property is suitable.</p> <p>After an advert has closed, we look at all the expressions of interest. We only consider those where the resident has expressed an interest in a suitable home and has met the conditions set out in the advert. We then put the expressions of interest into priority order. The household with the right AHR category, highest advertised band, highest number of points, and earliest priority date that also meets the suitability requirements for the property will be at the top. For example, for accessible homes we look at the AHR category first, then band, then points, and priority date to determine the priority order.</p> <p>We will select or 'shortlist' the households with the highest priority. Usually, we will shortlist four to six households, though we may shortlist fewer households for an accessible home.</p> <p>The shortlisted households will be invited to see the home. This means they will have the chance to look around the home before they are asked whether they are still interested in it. The invitation may come from the Council's Allocations Team or directly from the landlord.</p>	Relevant scheme sections or other sources
		<p>S.28 How we let accessible homes</p> <p>S.29 How we let available homes</p> <p>Allocations Team 0207 361 3985 Housing nominations @rbkc.gov.uk</p>	

10	How many homes become available each year?	<p>If you are shortlisted, we hope you will be able to make the appointment to see the home. If you cannot make the appointment, please let the Allocations Team or the landlord know as soon as possible.</p> <p>The home will be offered to the household with the highest position on the screened shortlist. If that household does not want to accept the offer, the home will be offered to the household in second place. If that household does not want to accept the offer, the home will be offered to the household in third place, and so on.</p> <p>General register applicants can refuse two offers with no penalty. Upon the third refusal any waiting points will be removed, and the priority date will be brought forward to the date of the last suitable property refusal.</p> <p>Homeless households in temporary accommodation will only receive one suitable offer. If this is refused we may remove you from the register, or demote you to general homelessness points if you still qualify for the register.</p>																																	
		<p>We have no way of knowing exactly how many homes will become available in any given year. The lettings from 2021-2022 may give you an idea of ballpark numbers though:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #f4a460;"> <th style="text-align: left;">Lettings 2021-22</th> <th colspan="6">Number of Bedrooms</th> </tr> <tr style="background-color: #f4a460;"> <th style="text-align: left;">Property Owner</th> <th>Studio</th> <th>1 bed</th> <th>2 bed</th> <th>3 bed</th> <th>4 bed</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td style="background-color: #f4a460;">Council</td> <td>64</td> <td>68</td> <td>72</td> <td>27</td> <td>6</td> <td>237</td> </tr> <tr> <td style="background-color: #f4a460;">Housing Association</td> <td>23</td> <td>91</td> <td>43</td> <td>12</td> <td>3</td> <td>172</td> </tr> <tr style="background-color: #f4a460;"> <td>TOTAL</td> <td>87</td> <td>159</td> <td>115</td> <td>39</td> <td>9</td> <td>409</td> </tr> </tbody> </table>	Lettings 2021-22	Number of Bedrooms						Property Owner	Studio	1 bed	2 bed	3 bed	4 bed	TOTAL	Council	64	68	72	27	6	237	Housing Association	23	91	43	12	3	172	TOTAL	87	159	115	39
Lettings 2021-22	Number of Bedrooms																																		
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Rehousing by need totals 2021/22:

Category	Lettings
Homeless in TA	168
Exceptional Priority	11
Emergency Health	5
Risk of Harm	17
Wider Grenfell	8
Supporting Health	38
Under Occupying	22
Overcrowding	21
Move On Priority	80
Other	39

We do know that the number of homes that we can offer has been fluctuating over the last few (admittedly atypical) years.

This is compared to the level of demand:
Demand on the Housing Register as of December 2022:

Priority (Current 2017 Scheme categories)	Number of Bedrooms								Grand total
	Studio	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	
Exceptional Priority	6	7	10	11	1	0	0	0	35
Emergency Healths and Independence	0	4	3	2	1	0	0	0	10
At Risk of Serious Harm	6	9	15	7	1	0	0	0	38
Wider Grenfell	8	11	12	25	13	2	0	0	72
Supporting Health and Independence	36	69	58	44	10	0	0	0	217
Redevelopment of Homes	2	3	0	0	0	0	0	0	5
Mobility Transfer Scheme	1	2	4	3	1	0	0	0	11
Supporting Adoption and Fostering	0	0	3	1	1	0	0	0	5
TMO Tenants-Successions	0	14	6	0	0	0	0	0	20
Under Occupation	3	74	59	6	0	0	0	0	142
Under Occupation-Split Tenancy Points	13	2	0	0	0	0	0	0	15
Overcrowding	0	0	33	38	20	3	1	0	95
TMO Contractual Duties	0	1	1	0	0	0	0	0	2
Duty Accepted Homeless	304	38	1023	501	100	14	8	2	1990
Move on Eligibility	60	7	2	0	0	0	0	0	69
Other Homeless	1	0	0	0	0	0	0	0	1
Sheltered	170	31	2	0	0	0	0	0	203
Local Hardship	1	0	0	0	0	0	0	0	1
Under Investigation	93	10	26	19	3	0	0	0	151
Grand total	704	282	1257	657	151	19	10	2	3082

(The above tables will be updated periodically as and when complete data becomes available)

11	What is the Council doing to increase the number of homes?	<p>We are building brand new social rent homes in the borough as part of our New Build Programme, and our Housing Needs department is working closely with Planning to encourage the building of new, affordable family-sized homes. We have also explored other ways to make the best use of the housing stock in the area.</p> <p>There has been a pilot scheme to encourage under occupiers (people living in social housing that is too large for their current household) to move to smaller homes, with a dedicated officer assigned to facilitate these moves. Following the success of this pilot, we are looking to expand the work to include helping those in accessible properties that they do not need to move to more suitable accommodation too.</p> <p>These moves from larger or accessible homes will help us to start a chain of linked moves, with under occupied family sized homes being allocated to overcrowded families, and ultimately leading to a homeless family being rehoused. We now have the ability to make this process part of standard practice following the changes in the Allocation Scheme, with the inclusion of chain lettings as a concept to help us to do this.</p>	<p>Relevant scheme sections or other sources</p> <p>S.13 Under occupation downsizing</p> <p>S.14 Moving to free up a home for a disabled resident</p> <p>S.26 Chain lettings</p> <p>New Build Programme</p>
12	Are there other ways to find a home?	<p>Please ask us our Housing Solution Team for more information on your options and choices. We can give you detailed advice and support or put you in touch with other organisations who will be happy to help you. This could include:</p> <ul style="list-style-type: none"> • Renting a home in the private rented sector • Below-market rent (sometimes called intermediate rent), especially if you are a key worker • Low-cost home ownership, such as shared ownership • Moving to areas of the country where local council and housing association homes are more available – there are a number of schemes that can help you 	<p>Housing Solutions Team: Housing Solutions @rbkc.gov.uk or 0207 361 3008</p> <p>S.4 Housing options – other than our housing register</p>

	<ul style="list-style-type: none"> • Making changes or improvements to your current home – for example, if a family member is struggling because of their health conditions, you may be given equipment or adaptations that will help them – please contact our colleagues in Adult Social Care or Family and Children’s Services. General advice about social service assistance around housing needs can be found on the People First pages of the Council’s website. • If you are a council or housing association tenant, completing a mutual exchange, or swapping your home, with another council or housing association tenant. <p>Other rehousing schemes</p> <p>Kensington and Chelsea residents, including households on our Housing Register, can look for a new home using rehousing schemes run by other organisations. Examples of other rehousing options and schemes include:</p> <ul style="list-style-type: none"> • Organisations that help households move into available homes anywhere in the UK, owned and managed by local councils or housing associations • Organisations that help households move into private rented sector homes anywhere in the UK • Organisations that help vulnerable households move into a suitable home, often with a special rehousing pathway and support. • Rehousing arrangements that support Home Office resettlement schemes. 	<p>Relevant scheme sections or other sources</p> <p>Key Worker and Intermediate Housing Policy.</p> <p>Intermediate Housing</p> <p>Adult Social Care and/or Family and Children’s Services 0207 261 3013</p> <p>Adult Social Care Referral Form</p> <p>People First</p>
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13	Who should you contact if you have a problem with an existing housing register application?	<p>If you need to make changes to your current application, you should contact the Housing Solutions Team.</p> <p>If your issue is about Home Connections, a nomination, an expression of interest, or a shortlist you will need to contact the Housing Allocations Team</p>	<p>Relevant scheme sections or other sources</p> <p>Housing Solutions HousingSolutions@rbkc.gov.uk 020 7361 3272 or 020 7361 3008</p> <p>Housing Allocations Housing nominations@rbkc.gov.uk 0207 361 3985</p>
14	What can you do if you do not agree with a decision made about your application to the housing register?	<p>If you are not happy with a decision we have made, ask us for advice first – we might be able to solve the issue very quickly. For example, perhaps you or the Council have not understood an important bit of information or missed a change in circumstances. We might be able to put a problem right very easily.</p> <p>However, if you are still unhappy with a decision we have made, you will be able to:</p> <p>a) Seek a review or challenge a decision we have made.</p> <p>You will have the legal right to seek a review, or challenge, some of the decisions that we make and will be advised what these are in the letter telling you the outcome of your application. You will need to do this within 21 days of you receiving the decision. You will then need to give us as much information as possible to support your case. We will aim to make the original decision within 56 days.</p>	<p>S.31 Reviews – disagreeing with a decision we have made</p> <p>S.32 How to complain about our service?</p>

	<p>b) Make a complaint.</p> <p>When can you ask for a review of a decision?</p> <p>You can seek a review, or challenge, the following kinds of decision about your rehousing application. You may want to first read section 2– Who can join our Housing Register, and section 29– How we let available homes.</p> <ul style="list-style-type: none"> You have been told that you are not eligible to join our Housing Register – this means you cannot join because of your immigration status You have been told that you do not qualify to join our Housing Register – for example, because you have not lived in Kensington and Chelsea for three years without a break, or because we have decided not to award points for your reason for wanting to move to a new home You disagree with the way we have assessed your application for rehousing, or any decision about the facts of your application which is likely to be, or has been taken into account in considering whether to allocate housing accommodation to you – for example, the number of points we have given you or the number of bedrooms we think you and your family need You are unhappy that we have suspended or frozen your Housing Register application – for example because we have been advised that you are not ready to live independently. <p>There is only one stage to reviews on these kinds of decisions.</p> <p>How do you seek a review of a decision?</p> <p>If you want to seek a review or challenge a decision you are unhappy with you will need to tell us within 21 days of you receiving that decision. You will then need to give us as much information as possible to support your case.</p>	<p>Relevant scheme sections or other sources</p> <p>S.2 Who can apply to our housing register?</p> <p>S.29 How we let available homes?</p> <p>S.31 Reviews – disagreeing with a decision we have made</p>
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	<p>We will aim to complete the review of the original decision within 56 days.</p> <p>If you think you will find it difficult to ask for the review within 21 days, or the 21 days have passed and you could not ask for a review in time, please let us know why. We might be able to extend these timescales.</p> <p>You might want to get advice and support to help you with your case – for example from a community advice centre or a solicitor. Please ask us for a list of advice centres or organisations that can help you.</p>
	<p>Who to contact if you want to seek a review?</p> <p>You should contact our Housing Review Team.</p> <p>Email: housingreviews@rbkc.gov.uk</p> <p>In writing:</p> <p>Housing Review Team Housing Needs Department Royal Borough of Kensington and Chelsea The Town Hall Hornton Street London W8 7NX</p> <p>Telephone: 020 7361 3008</p>
	<p>Complaints</p> <p>Often, matters can be quickly resolved by contacting the relevant officer or service directly. You can do this face-to-face, by telephone, or email. You might find the following contact details useful if you do not know the relevant officer.</p> <p>Email: housing@rbkc.gov.uk</p> <p>Telephone: 020 7361 3008</p> <p>You can also use the Council's online contact form (complaints, comments and compliments) which you can find here: www.rbkc.gov.uk/contact-us/how-contact-us/complaints-comments-and-compliments</p>

	<p>If you want to make a formal complaint you can do so in the following ways.</p> <p>By email: complaints@rbkc.gov.uk</p> <p>Telephone: 020 7361 2060</p> <p>Phone lines are open Monday to Friday from 9am to 4pm.</p> <p>You can also use the Council's online contact form (complaints, comments and compliments) which you can find here: www.rbkc.gov.uk/contact-us/how-contact-us/complaints-comments-and-compliments</p> <p>If we receive your complaint after 3pm, we will acknowledge it on the next working day and will aim to reply within ten working days.</p> <p>We would be grateful if you could provide us with a phone number and your address in case we need to clarify the details of your complaint. We will still send our response by email or letter.</p> <p>You can find more information about the way we investigate and aim to resolve complaints, and a copy of the Corporate Complaints and Compensation Policy, using the website links provided above.</p>
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Accessible Housing Register (AHR): This is guidance produced by the Mayor of London. This complex piece of guidance can be found on the Mayor’s london.gov.uk website here: **The London Accessible Housing Register**. It sets out different categories of home based on how accessible the home is. Using this guidance, the Council is able to decide which category fits an available Council or housing association home. The guidance also helps us to decide what kind of accessible home is needed by a resident with disabilities, mobility difficulties or other health issues.

Direct Offer: This is a way of allocating housing where the Council approaches those on the Housing Register having chosen a suitable property on their behalf. This is different to choice-based lettings where you express an interest (bid) for a home yourself.

Eligible Household: This is about your immigration status in the UK, and the status of members of your family. Usually you are eligible, or have the right, to join our Housing Register and be rehoused to social housing if one of the following apply:

- you are a British or Irish citizen
- you have indefinite leave to remain
- you have settled status under the EU settlement scheme
- you have the ‘right of abode’ as a Commonwealth citizen
- you have refugee status or humanitarian protection
- you have a visa that allows you recourse to public funds

There are exceptions to this and the rules on being eligible to join a Housing Register can be very complicated, so you should ask for advice from the Council or from one of our community advice agency partners if you are not sure.

Full housing duty accepted:: If the council accepts a full housing duty, that means you asked the council for help because of your housing difficulties and the council has been unable to prevent or relieve your homelessness (for example, keep you in your original home, or find you a new one) and so now still has to help you secure longer term accommodation. The council can only end this housing duty in a set number of ways, including by finding you a suitable home in the private rented sector, or by offering you a social tenancy.

Housing Health and Disability Assessment Team: This team consists of healthcare professionals who are very experienced in housing issues. The Team performs to the very highest standards, set by professional medical and healthcare bodies. Though the Council may seek and value information from medical professionals, the assessment decision remains with the Council and not your health professional. Where it is demonstrated that an applicant must move on health grounds, and where it is demonstrated that a certain type and / or location of property should be recommended, the Team will award the appropriate priority and recommendation irrespective of the limited supply of suitable social housing.

Homeless Reduction Act (HRA) 2017 and preventing homelessness:

The HRA 2017 is a legal act implemented by the government in 2017. The act pays particular attention to preventing people from becoming homeless, this includes helping people stay in their current accommodation and offering alternative options to prevent homelessness.

In order to prevent homelessness you can opt to move into suitable private rented sector accommodation and the council can assist you in finding accommodation, offer initial tenancy support, and help with deposits where necessary. This gives applicants more options in where they move, as opposed to being allocated temporary accommodation without much choice.

