

Housing Matters

News from your Council

Senior residents back in the swing
with a Jubilee themed party

Get ready for Carnival!

Win a prize in our gardening
photo competition

Results of our Housing Matters survey





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Hello

Welcome to the Summer edition of Housing Matters.

Included in this edition are many articles about celebratory events that have happened or are due to happen across the borough, that celebrate our people, places, and history. Carnival is returning to the streets after two years, Trellick Tower is turning 50 years old, and our senior residents have been able to hold their annual get-togethers again.

Whilst it's important to celebrate the culture and traditions that make this borough what it is, there is one important part of our history that we simply cannot, and will not, forget.

It has been five years since the Grenfell Tower tragedy and not a day goes by that, as a community, we don't hold the 72 people who lost their lives that night, in our hearts.

In those five years, we have taken back control of our housing, creating a new department and recruiting new officers to lead it, and launched our new homes programme which will deliver 600 new homes in the borough, at least half of which will be social rent. We have also agreed a Grenfell Recovery Strategy to support long-term recovery for the bereaved, survivors and the local community and worked with them to adapt existing services and initiatives and launch new projects.

We are acutely aware that the tragedy affected all of our residents across the borough. In the supplement enclosed with this edition, Director of Housing Management, Doug Goldring, reflects on the tangible changes we have made since the fire and the steps we still need to take to improve services further. The supplement also includes a contribution from one of our residents, who speaks candidly on their experience of the tragedy and their hopes for the future.

We recognise how challenging the anniversary period can be for the community so please don't forget there is help and support available. You can contact the NHS Grenfell Health and Wellbeing Service on 020 8637 6279, every day from 8am to 8pm, or their 24/7 urgent advice line 0800 0234 650. Alternatively, you can email grenfell.wellbeing@nhs.net.

Cllr Kim Taylor-Smith
Deputy Leader of the Council

Supplement enclosed with this issue.

Doug Goldring, Director of Housing Management reflects on the changes made since the Grenfell tragedy and plans to improve services further.

Royal reminiscences with Marjorie

As residents across the borough created memories celebrating the Queen's Platinum Jubilee, Marjorie McKeever shared her happy recollections of being a housekeeper at Buckingham Palace.

It was the 1960s and Marjorie was living on the newly built World's End Estate. She was working for a cleaning company based in Kensington High Street when the opportunity to work as a housekeeper at St James' Palace arose. After making an impression on the formidable head housekeeper, Marjorie was transferred to work at Buckingham Palace.

Marjorie fondly recalls the early morning train from Earls Court and how she would start the day with a gentle tease of the guardsmen, who had to stand



Left to right, Pearly Queen of Chelsea, Doreen Russell and Marjorie McKeever at the senior residents' party.

motionless and silent at the palace gates! Mornings involved looking after the huge rooms at the palace where she took great pride in cleaning the beautiful items within them. One of her duties was to care for the then unmarried, Prince Charles' suite. She recalls the gifts continually being sent to him by young women across the world with a smile.

The palace was a hive of activity with hundreds of staff, many of whom lived in. The palace had its own post office where Marjorie befriended the post mistress, and beautiful gardens where helicopters would sometimes land!

The staff enjoyed wonderful parties and Marjorie remembers the Queen as a 'mother hen' looking after them all, and sending her personal physician to care for them when they were ill.

Celebrating 50 years at Trellick Tower

Trellick Tower is 50 years old this year and residents will be marking the occasion with a celebratory get-together, including food, tours, music and art.

Construction of the tower began in 1968 and four years later, the building became home to 217 families. In 1998 Trellick Tower became a Grade II* listed building in recognition of its special architectural and historic interest and an important example of modernist design. Today it is home to a close community where residents support each other in many ways.

The event will be held on 9 July from 12 noon to early evening on the Trellick Ball Court. All welcome. Email HM-ResidentEngagement@rbkc.gov.uk for more information.



Courtesy of RBKC Archives & Local Studies

GET READY FOR CARNIVAL!



After a hiatus caused by the coronavirus pandemic, Notting Hill Carnival is finally returning to the streets.

We're expecting hundreds of thousands of visitors to our borough to enjoy the outstanding sights, sounds and atmosphere of Carnival.

We know many of our residents will be excited to see Carnival back, but some will also have apprehensions.

The Council's Housing Management team will be providing increased security for residents and the properties we manage in areas which are significantly affected during Carnival weekend.

Access for vehicles will be restricted during the event and we advise you to park your car elsewhere.

Passes

If you live in an area where we are providing fencing and guards, you will be issued with four passes per household to allow you access to and from your property. These will be posted to you.

During Carnival, all residents and their visitors must show their pass to the security guard to gain access to their block.



After Carnival

All boarding and fencing will start to be removed from 27 August. Our cleaning teams will remove litter and other debris that has built up across the weekend, as soon as possible.

Safety

As our major works programme continues you will see scaffolding popping up throughout the borough. Please be safe around scaffolding and do not climb or walk onto the structures as this can cause serious harm or injury. Please also avoid throwing rubbish onto the platforms as this is a major fire hazard.

Your responsibilities as a Council tenant

In the spirit of Carnival, we want everyone to enjoy themselves, but must remind you of your responsibility for guests or visitors. Please show consideration for your neighbours, as any nuisance or antisocial behaviour will be dealt with according to our usual policies and procedures. This includes allowing visitors to Carnival to use the facilities in your home.

Get in touch

Extra Council staff will be on duty during the course of Carnival to assist where possible. You can contact us on **0800 137 111**. However, please call the emergency services on 999, if you feel you or your property is at immediate risk.

Information booklets will be distributed to all residents in the borough before Carnival and information contained in these booklets will also be available on our website **www.rbkc.gov.uk**.



Seniors residents are back in the swing

We were delighted to be able to hold our senior residents party once again, following a two-year interruption caused by the coronavirus pandemic.

The Queen's Jubilee provided a perfect excuse to throw a party and it was great to see around a hundred of our senior residents at the Holiday Inn Hotel in Kensington.

After a delicious three-course meal, a vino or two and a boogie to the sounds of their favourite live band 'Serenade', it was smiles all around and a very welcome return to this popular event.

Residents at the event said:

'What a fantastic day from start to finish. I had a great time thanks to the team.'

'How lovely it's been to see so many familiar faces, not just residents but Housing staff too.'



It's blooming lovely in Kensington and Chelsea

Join the Garden Champions

Fun, fresh air, and informal events

If you like gardening, nature, or being part of a team working towards a common goal, then becoming a Garden Champion might be for you.

You don't need green fingers or experience and it won't cost you a penny. All you need is the enthusiasm to help improve the green areas around your estate.

As a Garden Champion, you can commit as much time as suits you. You'll get help and ideas for the communal gardens, plus advice on your own private gardens if

you choose. You'll also gain from the multiple health and wellbeing benefits of being in the fresh air, improving your environment, and being part of a community effort.

Since its launch in 2019, the Garden Champion project has attracted many members and we'd love you to join us.

For more information and a Garden Champions pack, call us on **020 8968 2795** or email **gardenchamp@rbkc.gov.uk**



Bright and beautiful hanging baskets

As part of the Garden Champion project, and in celebration of the Queen's Jubilee year, the Environmental Services team put in place a trial to brighten communal entrances to Sheltered schemes and other estates with flowering hanging baskets.

To date more than 40 baskets have been installed and residents have been enjoying trails of brightly coloured blooms that adorn the grounds.

Once installed, the baskets are adopted by the Garden Champions who support with watering the plants, and the team continue to help with advice on maintenance and planting suggestions.

If you would like a hanging basket installed on your estate next year,

contact the Environmental Services team on **020 8968 2795** or email **gardenchamp@rbkc.gov.uk**



Resident Mrs Khan enjoys the blooms in her garden.

Snap your blooms and win!

Proud of your Petunias? Delighted by your Dahlias? Then it's time to grab your camera and snap a picture for our garden photo competition 2022.

Your private gardens, the planted communal area of your estate, a patch on your allotment; if it's in bloom it's in the running.

Sadly, we had to pause garden competitions during lockdown but we're back to normal now, starting with a photo competition to find the best blooms in the borough.

Your photo must contain flowers, plants, or greenery in your garden or an area you maintain. Photos must be submitted before the end of July 2022.

The winner of the best photo will receive a £100 Love 2 Shop voucher!

Please submit your photos to gardenchamp@rbkc.gov.uk



Plant a Tree for the Jubilee

The Queen's Green Canopy (QGC) is a tree-planting initiative created to mark Her Majesty's Platinum Jubilee in 2022. The QGC will encourage the planting of trees to create a legacy in honour of the Queen's leadership of the nation, which will benefit future generations.

As part of the QGC, the Council has a total of 70 trees of indigenous British species such as Oak, Beech, Birch, and Hawthorne to plant on our estates. Garden Champions are invited to come forward and nominate their estate for the planting. Plaques will be made for each tree to state it was planted by residents as part of the QGC and Platinum Jubilee celebrations. Tree planting will begin in October 2022 and continue through to the end of the Jubilee year.

Closing date for entries is **31 August 2022**.

Those nominated will be invited to attend the planting day and we'll post the best photos on our Instagram channel.





In search of scrutineers

In November 2020 the Government published a white paper introducing a new charter for social housing residents. In seven key points, the charter sets out what every social housing resident should be able to expect and how issues will be addressed. The seven key points are:

- To be safe in your home
- To know how your landlord is performing
- To have your complaints dealt with promptly and fairly
- To be treated with respect
- To have your voice heard by your landlord
- To have a good quality home and neighbourhood to live in
- To be supported to take your first step to ownership.

A group of residents has formed a task and finish group which has responsibility for working with staff to oversee the implementation of a resident scrutiny function here at the Council.

We plan to work together to launch the scrutiny panel later this year. The panel will look into the housing services we deliver in Kensington and Chelsea, acting as a critical friend to the Council, scrutinising and making recommendations on how we can continually improve your housing service.

We are now seeking resident interest in joining the panel. As a panel member, you decide on the level of time and input you are able to commit. You can identify topics of interest and receive training if required.

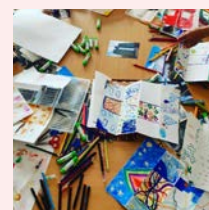
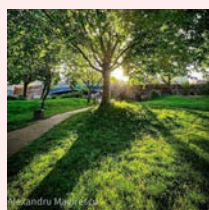
To register your interest in joining the residents' scrutiny panel email alice.adams@rbkc.gov.uk

@housingmattersrbkc

We have launched a new Instagram! Follow @housingmattersrbkc to get involved!

Our residents are at the heart of creating strong, diverse, valuable communities which underpin life across our estates. Why not show us what you love about your home, estate, or local area? Whether it's a sunrise, a garden, a community activity, or some funky décor – our estates are special and we love to showcase them.

Take a snap and share it with us by either tagging our Instagram channel **@housingmattersrbkc** or sending your images to us at: **HousingMatters@rbkc.gov.uk**





Black History Month



Small Grant Applications Open Now

Black History Month is an annual celebration of the history, achievements, and contributions of Black British, African, and Caribbean people in the UK through a range of exciting and inspiring events and activities taking place from 1 to 31 October each year.

Kensington and Chelsea Council's Black History Month small grants scheme offers grants of up to £1,000 to organisations, or individuals partnered with organisations, that support those who live, work, or learn in the borough.

These grants can be used for engaging and inspiring activities already planned, or to fund a new activity. However, all events or activities must be open and welcoming to all members of the local community.

The application period is now open. For more information visit:

www.rbkc.gov.uk/black-history-month.

If you have any questions about Black History Month small grants scheme please email the Culture Service at **culture@rbkc.gov.uk**

Arts Grants Scheme

The Council is awarding local community organisations and residents a total of £60,000 in funding as part of its annual Arts Grants scheme.

Divided over two periods – spring and autumn - the second round of funding will open for applications on Thursday 13 October 2022 with a pot worth £30,000. Those who apply will have the opportunity to receive awards of up to £3,000 to support local art projects.

Individuals and organisations across the borough are eligible to apply for funds to support innovative and engaging art projects which can include activities such as creative writing, dance, painting, and performance.

For more information on the grant, including how to apply, please visit our website **www.rbkc.gov.uk/artsgrants** or email **artsgrants@rbkc.gov.uk**



Working together to improve your neighbourhood



Bid and bring your ideas to life

This year's round of the neighbourhood community infrastructure levy (NCIL) is now open to bids for project funding. Residents in every ward in the borough are invited to put forward ideas for projects that can improve their local area.

The funding is provided by developers who are building in Kensington and Chelsea and should be used towards social value projects across the borough. Each ward will be allocated different levels of funding depending on the amount of development that has taken place and how much has previously been claimed. While other funds available to our tenants and leaseholders are restricted to being

spent on estates and street properties, NCIL funding can be used more flexibly to improve the wider local area.

Find out more about the details of the fund, how much is available, and how to apply by scanning the QR code or visiting – **planningconsult.rbkc.gov.uk/NCILbids3**



If you need help developing an idea or submitting an application, please contact **hm-residentengagement@rbkc.gov.uk** or call us on **07814 074 468**

Residents' Summit and Lunch Party

You should have received an invitation through the post to our first 'in person' Residents' Summit since 2019. The Summit is being held from 10am to 2pm on Saturday 9 July 2022, at Kensington Town Hall.

You'll hear about the progress we've made in the last five years and

about the challenges we still face. You'll meet your Lead Member for Housing, Director of Housing, assistant directors, heads of service and the teams that deliver your services on a daily basis. You'll be able to discuss issues around sustainability, the cost of living and much more. Come and enjoy the chance to meet fellow residents and officers over a delicious lunch.

For more information email **hm-residentengagement@rbkc.gov.uk**



Your Estate Care Service

New service, familiar faces

The new Estate Care service, which delivers all your cleaning and caretaking services in a new more localised way, began at the beginning of May.

We now have eight local ward teams of caretakers, each led by an estate manager and supported by a senior caretaker, operational across:

Dalgarno and St Helens

Central Wards

Golborne

Stanley and Redcliffe

Colville

Chelsea Riverside

Notting Dale

Lancaster West

We also have a mobile team available to carry out bulk waste removal scheduled deep cleans, window cleaning, jet washing, and graffiti removal across the borough.

This new way of delivering services enables the Council to respond to your

needs in a more flexible way. For example by responding to residents' requests for ad hoc services such as attention to overlooked areas, spillages, and seasonal cleaning.

Through this restructure we have been able to create modest savings that we are using to fund an evening caretaking service. This runs with three caretakers from 4pm to midnight, extending our capability to deal with out-of-hours jobs and urgent visits.

When not responding to incidents, this team visits sites across the borough helping to spot disrepair, deter antisocial behaviour and loitering, and assist in the event of emergencies.

An important part of the introduction of Estate Care has been ensuring we have the right staff for the job. We're delighted to have been able to offer promotions to our most experienced and dedicated staff, and welcome new employees to the additional roles that have been created.

For more information on Estate Care visit www.rbkc.gov.uk/estatecare

Blocked chutes cost dear

Last year, clearing blocked bin chutes cost the Council a hefty £75,000 with further nuisance caused by waste left in bin rooms or near chutes. Please remember that only small bags should be used to place waste down chutes. It is not fair on other residents to leave bagged waste on landings, so please

dispose of these down the chutes or in bins directly.

Thank you to everyone who continues to separate recycled waste and place it in the recycling bins on your block. This goes a long way towards reducing the amount of waste going to landfill. Let's keep our estates clean and pleasant places to call home.

New money for those most in need



The Council has been awarded £1.18 million from the Government's Household Support Fund to help residents with the rise in the cost of living.

We will use the funding to provide immediate support for food, energy and other essentials.

Part of the grant funding will provide around 4,500 eligible children with school meals from the May half term holiday 2022 to the end of the summer holiday 2022.

An estimated 4,300 pensioners who are in receipt of housing benefit or council tax reduction will have access to a £150 grant to support with the rise in the cost of living.

We will be contacting eligible pensioners and families over the next few weeks so there is no need for these residents to take any action.

Meet the team

Financial Inclusion Project Manager Jim Kirkham joins the team

Jim Kirkham has joined Housing Management's Income and Financial Inclusion Team in a newly created role of Financial Inclusion Project Manager. With a mass of experience and a passion for supporting people and community empowerment, Jim will be working with residents and colleagues on various initiatives supporting council tenants experiencing financial hardship. Future projects include delivering money management and budgeting workshops and provision of robust individual financial health checks.

"I will be joining Kensington and Chelsea Council at a time when inflation is at its highest in 40 years and the cost of food and energy is soaring. We know that some residents are having to choose between feeding their families and paying their fuel bills.

I will be doing everything in my power to ensure we are doing everything we can to assist these residents through this very difficult time and beyond."





Visiting Officers - dropping by soon

As part of our commitment to provide you with a high-quality Housing Management service, our Visiting Officers carry out annual visits to all our tenants at their homes. We began these annual home visits in 2019 but had to pause them due to the pandemic, switching instead to weekly or fortnightly welfare calls.

These home visits provide us with an opportunity to check your home is safe and comfortable, talk to you about issues that are affecting you and your home, and ensure we have the most up to date details about who is living in the property and their needs.

Daniel Lewis, Neighbourhood Business Support Manager, heads up the team.

"It is important for us to have up to date details for all of our tenants so that we can plan, deliver and tailor our services in a way that benefits everyone. These visits provide us with an opportunity to talk to residents, face to face, about their needs and requirements, as well as identify those who may need extra help or support."

"We love getting out into the community and meeting our residents, especially after two years of on and off national lockdowns. We introduced these visits to make it easier for residents to speak to us and get advice on a tenancy matter, help reporting a repair or maintenance issue and information on how they can get involved in the management of their home."

Listen out for a knock from your friendly Visiting Officer soon. If you are not at home, they will leave a card with details of how to contact us to arrange a convenient time to visit you. Allowing us to complete this survey of your home is part of your tenancy agreement.

If you have any queries or need further information, please call **0800 137 111** or **020 3617 7080**. Alternatively, you can email **HM-NeighbourhoodBusinessSupport@rbkc.gov.uk**.



Housing Matters survey results

We recently conducted a survey, gathering your opinions on this magazine as well as the other channels we use to communicate with you.

Thank you to everyone who took the time to give us their thoughts and ideas for improvements.

We had **360 responses** and have summarised some of the main findings below.

85 per cent of respondents felt the length of the magazine was just right with only **10 per cent** of respondents said they would like to receive the magazine less often.

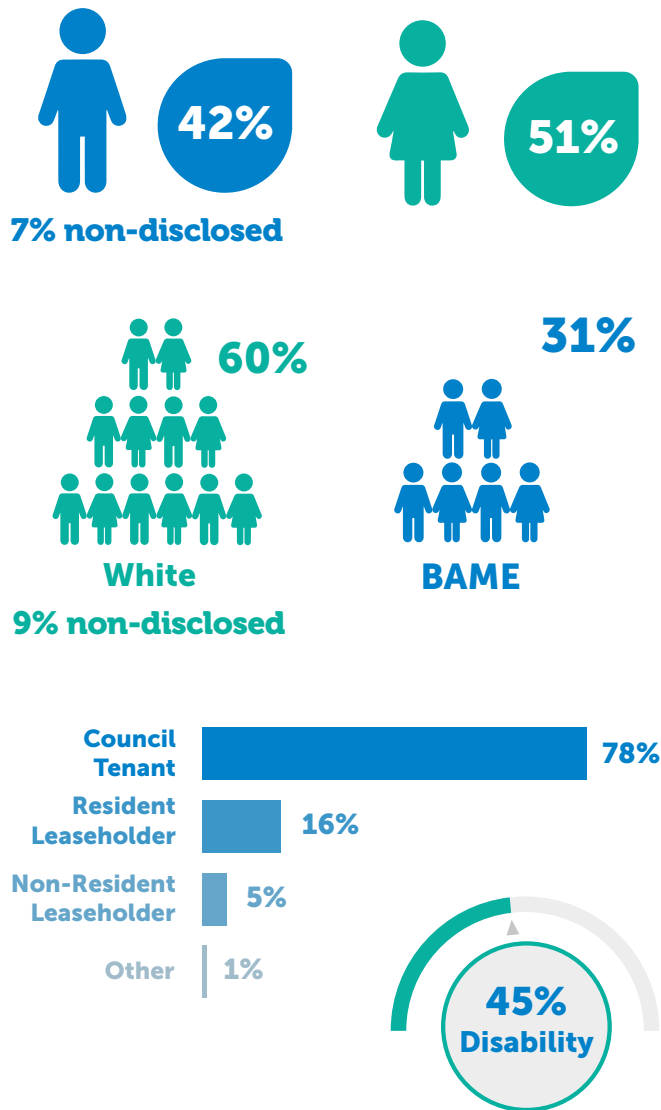
65 per cent of respondents said they prefer the paper magazine rather than any digital version. Of those who said they wanted to receive the magazine digitally, two thirds said they would prefer the format of an e-newsletter sent directly to their email address.

65 per cent of respondents agreed that the Council is good at keeping them informed.

73 per cent agreed that the content in Housing Matters was useful and relevant and **72 per cent** agreed that they trust the information they read in the magazine.

When asked how you would like the Council to communicate with you, letter and email were the most popular options.

The topics you would most like to hear more about were **repairs, major works, sustainability and fire safety.**



Congratulations to the winners of our prize draw who have all won a £50 Love 2 Shop voucher for their participation -
José from the World's End Estate, Tracie from Tavistock Crescent, and Martin from Treverton Tower!

Feel Safe at home with CAS

The Community Alarm Service (CAS) provides an emergency response service 24 hours a day, 365 days a year to anyone who feels vulnerable or at risk.

Many of our residents rely on our service to live independently, safe in the knowledge that they can get help when they need it. CAS provides peace of mind for you, your family, and friends.

How does it work?

- An alarm is installed in your home, together with a pendant button for you to wear.
- In an emergency, you press the button on your pendant, and this will alert the control center.
- A member of staff will talk to you and arrange the appropriate help.



For details of our current prices, please get in touch with the Community Alarm Service by calling **020 7605 6509** or emailing **HM-cas@rbkc.gov.uk**.

Rechargeable Repairs

As a social landlord, the Council has an obligation to ensure that the public money we manage is spent responsibly and every penny is accounted for.

In the last few years, we have noticed an increase in requests for repairs that the Council as a landlord is not responsible for. Some of these requests are due to negligence or carelessness. For example, blocked toilets caused by non-degradable objects being thrown in the bowl, loss of front door keys, properties returned to use in an unacceptable state, or forced entries

carried out when no access is given for the annual gas checks.

It is important that we cover our costs and protect the repairs budget and the money you pay us via rent to maintain your homes.

This means is that if you call to request a repair that is rechargeable, you will be advised of the cost and asked to make a payment. We can accept payment in full or arrange a repayment plan.

For more information contact **HM-rentIncome2@rbkc.gov.uk**

Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080
For all enquiries



Royal Borough of Kensington and Chelsea
292a Kensal Road, London W10 5BE



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Network Hub

292a Kensal Road
London W10 5BE
Open weekdays 9am to 5pm

Blantyre Office

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

Lancaster West Estate Office

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

Arabic

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

Farsi

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

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Tagalog

Ang impormasyon sa dokumentong ito ay maaaring makuha sa iba't-ibang format at wika. Kung kailangan niyo ng karagdagang tulong, mangyari lamang na kontakin kami gamit ang mga detalye sa ibaba.

Spanish

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

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