

Housing Matters

Get involved
in shaping
the services
you want

News from your Council



Your budget for local area improvements

Times are tough – how to find the help you need

Introducing your new Antisocial Behaviour Manager

Digital connectivity update

Help improve estate services
with inspection reporting

And lots more...



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



Welcome from Cllr Taylor-Smith	2
Housing Management update	3
Have a say on our Housing Asset Management Strategy	3
Christmas rubbish and recycling dates	4
Capital works update	5
Digital connectivity update	6
Housing Matters – have your say	7
Senior residents’ party	8
Alternative Residents’ Summit	8
The Design Museum – free programmes for 14-16-year-olds	9
Leighton House Museum – free programmes for all ages	9
The Trellick Triangle – collective ideas on local issues	10
Meet Adam Frame – Antisocial Behaviour Manager	11
Financial Support	12
Estate Improvement Budgets	14
Cleaning contract review	14
Residents’ Estate Inspections	15
Leaseholders’ heating repairs	15
Local NHS services	16
Annual Report for tenants	17
Communal tree programme	18
Plant a wildflower meadow	18
Fire safety at Christmas	19
Grit salting pathways	19

Hello

Firstly, I know that many of you will be feeling tired of the Covid-19 restrictions.

The uncertainty and the lack of human contact has taken its toll, but I am inspired by the way you look after each other. That kindness and community spirit is what I love most about our borough.

We will continue to provide essential support services to our most vulnerable residents and I would encourage anyone who is struggling to get in contact.

We have spent the last two years talking to residents and scoping our capital programme, but next year will see us start to deliver our exciting £300m programme. We anticipate spending £45m in our first year, which will be a real show of intent.

And I would just like to reflect on our keyworker housing pilot. Owing to the fantastic job our keyworkers do, I feel it is right we look to offer homes for our local heroes. We wanted to identify whether there was a need. With 350 applications for 14 properties, the demand is surely there!

We will also be redefining our Housing Allocations Scheme. Alongside our Homelessness Strategy, this will be the most important change we will be working on as we review who gets social housing and how we prioritise. Alongside this we will be developing our approach to important issues such as sustainability, rent arrears and resident involvement, all of which we will be seeking your views on.

We continue to support the inquiry and I have been shocked by some of the contributions thus far. This is, of course, in advance of the focus turning to the Council. We must continue to learn the lessons as they arise and do our best to ensure that a tragedy like Grenfell never happens again. The Social Housing White Paper is a positive step in the right direction. I am also hopeful that the recent consultation on fire safety and the building safety bill will swiftly lead to meaningful change, and we will continue to advocate for the highest possible standards being written into law.

I hope that you will find this edition helpful.

Cllr Kim Taylor-Smith

Deputy Leader of the Council



The information in this publication is correct at the time of going to print. The Covid-19 situation is changing fast and we are responding to Government announcements. Please check our Covid-19 web portal for updates www.rbkc.gov.uk/coronavirus

Your Housing Management services update

Government advice on Covid

As we emerged from the second lockdown on 2 December and the country returned to the tier system, government announced that London would be in Tier 2 (High alert).

Some of the restrictions of Tier 2 are that you cannot socialise with anyone indoors unless they live in your household or are part of your social bubble. You can however follow the rule of six and meet in a group of up to six people in any outdoor setting.

This advice is correct at the date of publication but will be subject to change in line with developing government guidance. Please visit www.gov.uk/coronavirus for latest updates.

Christmas bubble

For a short time over the Christmas holiday period, the government is changing some social contact restrictions to allow family and friends to meet.

Between 23 and 27 December, you can form an exclusive 'Christmas bubble' composed of people from no more than three households. You can travel between tiers and UK nations for the purposes of meeting your Christmas bubble. For full details of changes and restrictions visit www.gov.uk/coronavirus

We are pleased that since the start of the pandemic we have been able to adapt to changes and provide services and support to our residents. We will continue to do everything we can to help.

Welfare Calls

We will continue with welfare checks. Please check on your neighbours and let us know if you think they may need our help. Call us on **0800 137 111** or email hm-customerservices@rbkc.gov.uk

Financial support

Call us on **020 3617 7080** today if you are worried about finances or need additional support. You may find the article on page 12 and 13 useful.

Public Receptions

Access to our public receptions is strictly by appointment and only to resolve complex matters that cannot be dealt with by phone or email. Please continue to contact us by telephone or email if you can and only request an appointment if it is absolutely necessary. Please call **0800 137 111** or email hm-customerservices@rbkc.gov.uk

We're here to help

We appreciate that things will be different this year, however, we hope that you will still be able to enjoy the festive time.

Please contact us if you, or someone you know, needs additional support.

We are here to help and you don't have to struggle alone. Call **0800 137 111** or email hm-customerservices@rbkc.gov.uk

Have a say on our Housing Asset Management Strategy

Over the last few months we have been working on our new draft Housing Asset Management Strategy. The document sets out how we propose to use, maintain and invest in our current homes and communities. To date we have carried out consultation with informed user groups, but we are now in a position to enter into wider consultation. We will be loading the strategy on to website in the coming weeks and would very much welcome your views on this draft.

Please visit www.rbkc.gov.uk and search Housing Asset Management Strategy.



Christmas rubbish and recycling collection dates for your calendar



Changes to your rubbish and recycling collections

There will be no recycling and rubbish collections on **Friday 25 December, Monday 28 December and Friday 1 January 2021.**

If you normally receive a collection on **Friday 25 December and Friday 1 January**, your rubbish and recycling will be collected on **Tuesday 22 December and Tuesday 29 December.**

If you normally receive a collection on **Monday 28 December**, your rubbish and recycling will be collected on **Thursday 31 December.**

All other rubbish and recycling collection days will remain the same.

Changes to your food waste collections

Food waste that was due to be collected on **Friday 25 December and Friday 1 January**, will instead be collected on **Thursday 24 December and Thursday 31 December.**

Garden waste collections

If you're signed up to our garden waste collection service, please note there will be no changes to your scheduled collections.

Changes to Too Big for the Bin collections

There will be no special bulky waste collections (Too Big for the Bin) on:

- Friday 25 December
- Saturday 26 December
- Monday 28 December
- Friday 1 January 2021.

For more information about rubbish and recycling collections, visit www.rbkc.gov.uk/binsandrecycling

Recycle your real Christmas tree for free

Do your bit for the environment over the festive period by taking advantage of our free real Christmas tree composting scheme.

From **Saturday 2 to Sunday 24 January 2021** you can drop off your real Christmas tree, to be recycled, at locations across the borough.

To check where you can drop off your real tree for composting, please visit www.rbkc.gov.uk/christmascollections

Make sure you regularly check our website for the latest Public Health advice and service updates at www.rbkc.gov.uk/coronavirus



Capital works update

Works in January 2021

Resident consultations have progressed well and as a result, we have been able to complete our procurement process and prepare for the appointment of a contractor to multiple sites throughout the borough.

We are finalising plans to start works on street properties in Tadema Road and Craigie Villas in January 2021. In spring 2021 we plan to start works at Elm Park Gardens, Wandon Road, Kings Road, Brickbarn Close, Hortensia House, Uverdale Road, Tadema Road, Damer Terrace, Uperne Road and Stadium Street.

If you would like to get involved and assist the team who work on procurement, (this is where we source and purchase the best quality equipment, goods and services) please let us know by emailing capital.investment@rbkc.gov.uk

Adair and Hazlewood

The residents of Adair and Hazlewood Towers have been invited to join our weekly online meetings to discuss the design of the exterior work to Adair and Hazlewood Towers. These meetings are held virtually via Microsoft Teams every **Thursday from 9.30am-11am** and all residents are welcome to join.

We would like to hear from as many residents as possible to ensure all views and ideas are part of the design process.

Residents of the towers have received colour options for the exterior refurbishment and the option to select their preferred design.

If you would like to join the meeting please email capital.investment@rbkc.gov.uk

Trellick Tower

Heating and Hot Water Upgrade

In partnership with our contractors EDF, we have completed the heating upgrade and hot water control works at Trellick Tower. Thank you to residents for your patience while these works were carried out.

Foyer Refurbishment work

Quinn London Limited has been awarded the contract to carry out the refurbishment work to the foyer of Trellick Tower.



The works to the foyer will incorporate elements of the original by architect Erno Goldfinger such as the coloured glass wall, coffered ceiling, glazed entrance doors and new signage at the front of the building.

Concept designs have been agreed with residents from the Trellick Tower working group and the new foyer design has been carefully created to ensure that the integrity of the original design is maintained along with reinstating the important key components. Works are due to start in January 2021.

In the next edition we will publish a special report on the capital programme across the wider estate.



Digital connectivity pilots near completion

In September this year, the Council's leadership team approved the roll out of a project that will enable residents in Council homes across the borough to have access to full fibre broadband.

Pilot projects, on the Lancaster West, Silchester, Cremorne and Warwick estates are close to completion and boroughwide installation will follow. Once complete, all residents will be able to sign up with a provider of their choice, if they wish to. The project is expected to take approximately eighteen months to complete.

Employment and training opportunities for residents

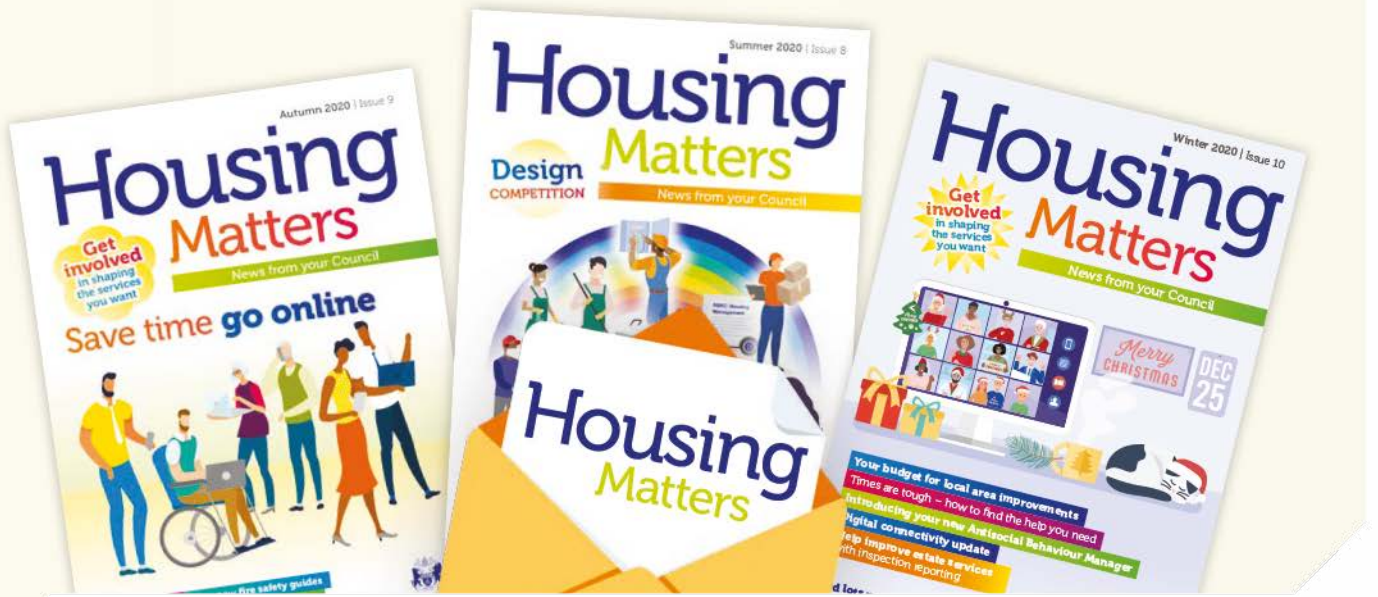
As part of the installation project, the Council is working with providers to harness a range of employment and training opportunities for our residents.

Over the coming months, both providers, Community Fibre and Hyperoptic, will be holding training and employment events to promote job opportunities to local people. Residents will be able to learn about the jobs available, find out in more detail what the employers are looking for, pick up tips for writing a stand-out job application and,

that all important advice on performing well in an interview.

We are working with providers on a programme of training and employment opportunities for residents that will run in 2021. Keep a look out for more information coming soon.

For more information on the Digital connectivity project email **Mary.Larbie@rbkc.gov.uk**



Housing Matters Reader Survey

With a new year around the corner, we thought it would be a good time to ask you what you enjoy reading in Housing Matters and find out if there are things that you would like to see done differently.

If you could take five minutes to tell us how you think we could make Housing Matters more interesting, more useful or more relevant, we would love to hear from you.

- 1 We currently produce a magazine each quarter. Do you think this is too often, about right or not often enough?
- 2 How about the way in which it is written, do you find it clear and easy to understand or could we do something differently?
- 3 Which articles interest you most: ways to get involved, service updates, something else?
- 4 Have you ever: attended an event, used a service, taken part in a survey or acted on something as a result of reading about it in Housing Matters?
- 5 How about the design, does it make you want to pick it up and read it?

We're always keen to hear from our residents and with your feedback we can make Housing Matters what you want it to be. If you have a story you would like us to cover, or a contribution that you feel would be relevant to the readership, please email us.

We currently print and deliver Housing Matters to the majority of homes across the borough. We are also happy to deliver Housing Matters to your inbox. By receiving your magazine by email you would save paper and help reduce delivery costs.

Pop your name and address in an email to us at **Housing.Matters@rbkc.gov.uk** and we will add you to our mailing list.

Email is the quickest and easiest way for us to receive your feedback. Contact us at **Housing.Matters@rbkc.gov.uk**. Alternatively, you can drop us a line at Housing Matters Magazine, 292a Kensal Road, LONDON, W10 5BE.



We know that the annual senior residents party is an important event in the calendar and as soon as we can firm up some plans to safely put on a party, we'll be inviting you to a jolly good knees-up.

For more information email
hm-communityinvestment@rbkc.gov.uk

Thanks for coming

We've had to do things differently this year, and one of the many challenges we faced was to put on an interactive, informative and fun event that would bring as many as our residents together as possible in a virtual environment. Undeterred by lockdown restrictions we created the 'Alternative' Residents' Summit.

Thanks to all the wonderful residents who joined us online and participated in the quiz, accompanied us on a virtual tour of the borough, were introduced to a range of staff and their roles (and a few of the residents we are working with) and who welcomed our celebrity speaker, food writer, Jack Monroe.



A massive thank you to you all for playing your part in making it such an enjoyable event. We hope that next year we will be able to greet you all in person.

For more information on how you can get involved email
hm-communityinvestment@rbkc.gov.uk

First steps for young designers.



the
**DESIGN
MUSEUM**

Are you aged 14-16 and interested in fashion, architecture, digital, technology, graphics or product design? If so, the Design Museum would love to hear from you. They are offering a free programme of hands-on creative workshops, mentoring and live design projects from January to September 2021. Taking part in Ardagh Young Creatives you will have the opportunity to make your mark on the world, and to meet and connect

with designers from well-known brands and organisations. This brand-new programme is designed to be the first step to support you in launching your career in design!

For more information visit
**[www.designmuseum.org/
youngcreatives](http://www.designmuseum.org/youngcreatives)** or email
learning@designmuseum.org



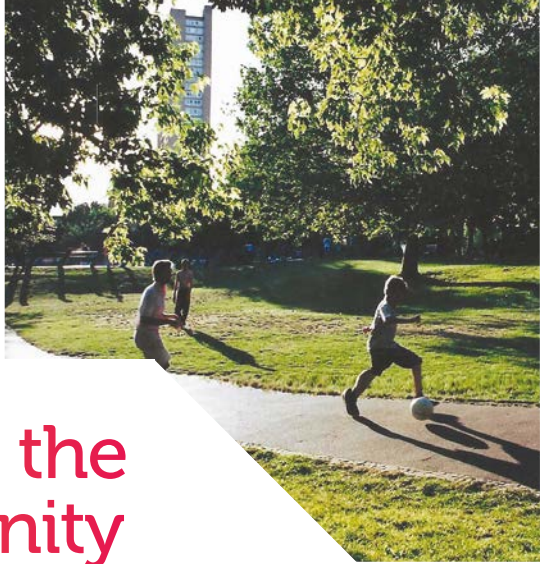
Get arty at Leighton House Museum

Discover a very special celebration of art and design at the magical home and garden of artist, traveller and collector Frederic Leighton.

Most of the museum's extensive programme of activities has been moved online while restrictions are in place due to the pandemic. Get in touch for your link to a range of live and pre-recorded arts and crafts workshops, talks, music and storytelling for adults, young adults and children.

The programme offers something for all ages and opportunities to have fun, relax, learn and get creative at home. They'll even supply you with kits containing everything you need to join in – and what's more is that it's all free for everyone.

If you would like to know more about visiting Leighton House, their online activities and how they can support you to take part, please email: **charlotte.villiers@rbkc.gov.uk**



CoMMET - a voice for the 'Trellick Triangle' community

CoMMET, (the Council of Meanwhile, Metronomes, Edenham and Trellick) is a coalition of local community groups looking out for the interests of people who live, work and play in the Trellick Triangle.

CoMMET aims to speak for the many diverse local communities making sure all are heard when plans affecting the Trellick Triangle are made. CoMMET is made up of community groups, residents' associations and some local businesses. We welcome all with a strong interest in this area.

CoMMET's work with the community has focused on the Council's development plans in the Trellick Triangle and building a common vision to improve the area around Trellick Tower. We are currently talking to local community groups about the development of Edenham Way housing on the car park area behind Trellick, independent of the Council public consultation.

Collective ideas on local issues are outlined in CoMMET's Core Strategic Vision for the Trellick Triangle. It's designed for local bodies and decision makers to understand the communities directly affected. Read it in full on the website www.commet.org.uk.

CoMMET will continue working with local communities, protecting your interests in the face of change. We're raising funds for the next stages and hope to reach more supporters who care about the future of the Trellick Triangle.

To keep up to date with CoMMET news, sign up to the CoMMET-chat group (on the web site), you can have your say and help spread the word.





Adam Frame
ASB Manager



Everyone has a right to live in a safe environment that allows them the quiet enjoyment of their home and the community they live in. Sadly, sometimes the actions of a few can severely affect the quality of life for other residents.

This could be anything from noise nuisance to drug dealing or even physical violence. This is when our Antisocial Behaviour (ASB) team, led by new Antisocial Behaviour Manager, Adam Frame, steps in. Adam gave us a brief insight into some of his work and his plans for the service.

“I am currently managing cases where tenants are at high risk. These cases also require support from their Neighbourhood Service Coordinators. In a case I am working on, we have secured an injunction from the court. This means that the court has ordered the tenant’s offending behaviour to stop.

“Despite our efforts to support the resident to comply with the court order, they have breached the order several times. We’ll now progress to the next stage of the process, which is to apply to the court for a possession order.

“Covid-19 has changed the way the courts are dealing with court hearings and many are taking place virtually. Despite these challenges I want to reassure residents that this does not change the way we are managing cases. We will always do everything we can to resolve cases in the early stages of a complaint, but where this isn’t possible, we won’t delay in taking enforcement action.

“I have also had an opportunity to focus on feedback from our satisfaction surveys. This has given me a good insight into how we can take steps to improve the service for residents. I am clear that we need to improve the way we stay in touch with complainants throughout a case.

“I will make sure that case reviews are more thorough and take place more frequently to keep residents up to date with progress. We’ll also focus our efforts on making use of mediation earlier to try to prevent issues from developing or continuing for longer than necessary.”

You can find the Council’s antisocial behaviour policy at www.rbkc.gov.uk/asb

Visit www.rbkc.gov.uk/asb or call us on **0800 137 111** if you are experiencing any problems with antisocial behaviour. We are here to help.



Times are tough – how to find the help you need

It has been a difficult year and for many, finances have been stretched to the limit. However, there is help available and it is important to know where to find it. Here's a summary of the assistance that's available and where you can get it.

Changes to Welfare Benefits due to Coronavirus

If you cannot work due to Coronavirus and are eligible for Statutory Sick Pay, you will get it from day one, rather than from the fourth day of your illness. If you are not eligible to receive sick pay, you can apply for Universal Credit or New Style Employment and Support Allowance.

Claim at www.gov.uk/employment-support-allowance/how-to-claim

If you're already claiming benefits

If you're already claiming Universal Credit and think you may have been affected by Coronavirus, please contact your work coach as soon as possible using your online journal.

Face-to-face assessments for health and disability-related benefits have been suspended.

If you have made a new claim or wish to make a new claim, The Department for Work and Pensions (DWP) will continue to take claims for all benefits www.gov.uk/apply-universal-credit

If you're self-employed and claiming Universal Credit

The Minimum Income Floor (an assumed level of income) has been temporarily relaxed. This change applies to all Universal Credit claimants and will last for the duration of the outbreak.

The **Self-employment Income Support Scheme (SEISS)** will support self-employed individuals (including members of partnerships) whose income has been negatively impacted by coronavirus. Visit www.gov.uk and search Self-Employment Income Support Scheme.

If you are in work and claiming Universal Credit, and staying at home on Government advice, you should **report any changes to your earnings** in the usual way via your online journal.

If you're making a new claim you should apply for Universal Credit online. If you cannot use digital services at all, Universal Credit applications can be made over the phone. Call **0800 328 5644**.

If you are suffering from Coronavirus or are required to stay at home and want to apply for ESA, the usual seven waiting days for new claimants will not apply. ESA will be payable from day one.

Get help and get involved

The Council's dedicated Financial Inclusion Team can provide expert one to one advice in all areas of welfare benefits and money management.

We also work with specialist agencies in areas of fuel poverty and debt and money management. If you find yourself in a situation where you are struggling financially and finding it hard to pay your rent, ask your Income Officer to put you in touch with the Financial Inclusion Team.

The Council's Welfare Advisors can help you find out if you can get support with your energy bill payments and help you look at the benefits you may be able to claim. Contact your Welfare Advisors on

North Office **020 8964 6095**
South Office **020 8964 6089**

If you would like to help shape our policies in response to financial hardship for residents of the borough, you can join the Financial Inclusion Residents Board. For more information contact the Financial Inclusion Manager, by email at **david.kenyon@rbkc.gov.uk**



The K+C Foundation's Winter Warmth Campaign

The Kensington + Chelsea Foundation raises funds to address local needs. Every year we run our Winter Warmth Campaign and many local people donate their Winter Fuel Payments to us to help keep their neighbours warm.

How it works

Our Winter Warmth partners are Age UK K+C, Citizens Advice K+C, Nucleus Legal Advice Centre and World's End Neighbourhood Advice Centre. Through our campaign they are able to help people who are struggling to keep warm with the costs of their fuel bills.

Need help or advice

If you are concerned about paying your fuel bills this winter or know an older person (50+) who is, please contact one of our partners for advice:

Age UK Kensington + Chelsea

020 8969 9105 / information@aukc.org.uk

Citizens Advice Kensington + Chelsea

0800 144 88 48 / winterwarmth@kensingtoncab.org.uk

Nucleus Legal Advice Centre

020 7373 4005 / advice@nucleus.org.uk

Worlds End Neighbourhood Advice Centre 020 7351 5749

Estate Improvement Budget Appeal

We'd love to hear your ideas on how we can work together to invest in projects that will enhance the area where you live. Each year we allocate £67 per household which, as a total budget, is made available to fund improvements on your estate.

If you have a suggestion for something you think would make your area a bit safer, brighter, greener or more neighbourly, then suggest it to your Resident Association lead for consideration. If your estate is not supported by an association, we can consider bids in consultation with residents in a block or estate.



If together you decide you would like to invest in a more costly project, then the budget can be carried over and added to the next year's budget.

If you have a smartphone, you can scan the QR code below and follow the link to the two minute survey to send us your ideas. Together we can make a real difference to improving the grounds and amenities where you live.

For more information
email [patrick.sullivan@
rbkc.gov.uk](mailto:patrick.sullivan@rbkc.gov.uk)



Cleaning contract review thanks for your input

In the autumn issue of Housing Matters, we let you know that our cleaning contract with OCS Services Ltd, which covers the communal cleaning of your housing blocks, was being reviewed.

A Residents Steering Group, set up last summer has been reviewing the current service provision, and options for delivering the service in future. This includes providing the service in-house, extending the contract with OCS, or retendering.

We had more than 700 responses from residents to our survey which asked for your

thoughts on the way forward. Your input will play an important part in deciding on the best option for providing the service in the future. Thank you to everyone who responded.

For the next edition we will outline how the service will be provided from October 2021 and provide a scope of improvements involved.

For more information contact
[dennis.paul@
rbkc.gov.uk](mailto:dennis.paul@rbkc.gov.uk)



Inspect, report, improve

No one knows your estate better than you. You experience your surroundings every day, so are best placed to judge standards locally. If you can spare a few moments regularly, or occasionally, to send us an inspection report, we'd appreciate your feedback.

By taking part in our Estate Inspection Programme, you can help us identify which estate services are delivered well, and any matters that need attention.

We'll report back on the results of inspections to residents on a six-monthly basis by placing notices on our noticeboards. Working together we can make a real difference and improve the environment for everyone in your neighbourhood.

If you have a smartphone, please scan the QR code below to be taken straight to the inspection report form. You'll also find the QR code on noticeboards in your lobby for easy access. If you don't have a smartphone we would be happy to receive your report by phone, post or email.

Call customer services on **0800 137 111**, drop us a line at Customer Services, 292a Kensal Road, LONDON, W10 5BE or email us at

HM-Customerservices@rbkc.gov.uk



Who looks after your radiators?

As the colder weather takes hold, and we start to turn up the heating, it's not uncommon to come across issues that need to be fixed, such as dripping water or cold spots on the radiator. If you are a leaseholder, it may not be clear whether you or the Council are responsible for carrying out these repairs. You may find the information below helpful:

- If your radiators are connected to a boiler inside your property, you would be responsible for the repair and maintenance of your system, including the radiators.
- If your radiators are connected to a central heating system, usually in larger blocks, the Council as your landlord is responsible for the repair and maintenance of the entire system. This includes the radiators connected to the system. If you notice a problem, please contact Customer Services on **0800 137 111** to log a repair.



Bleeding your radiators

To bleed your radiators is a fairly simple task and if you feel comfortable doing it is typically safe for you to do so yourself. However, if you do not feel comfortable you should contact Customer Services on the Customer Services number. This service is available to tenants and leaseholders alike.



NHS North West London says 'Help us Help You' this winter

This year will be like no other and although Coronavirus has changed how some services are delivered, NHS North West London is reassuring residents that NHS services are still available for you.

If you, or a member of your family are not well and have a concern that is mental or physical, don't wait for it to get worse.

Call your GP

If you are feeling unwell or have symptoms of any illnesses that you are worried about GPs are now offering telephone, online and video consultations so that you can easily access the right help and advice without having to travel.

Contact NHS111

If you are worried about an urgent medical concern contact NHS111 online by visiting www.111.nhs.uk (for people aged 5 and over only) or dial 111 on your phone. Doctors, nurses, paramedics and fully trained advisors are available 24 hours a day, 365 days a year.

Speak to a pharmacist

If you have a minor health problem the fastest way to get advice is to visit your local pharmacist.

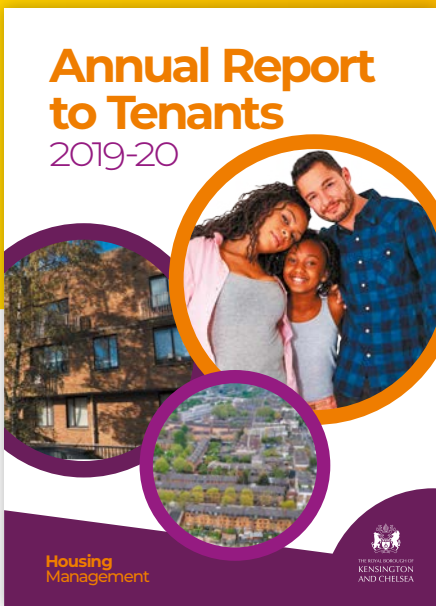
Ask for help

If you are stressed, anxious or experiencing low mood you can access wellbeing and psychological support from a North West London Improving Access to Psychological Therapy (IAPT) service.

For more information visit www.westlondon.nhs.uk/service/iapt/ or www.talkingtherapies.cnwl.nhs.uk/

In an emergency

If you have a serious or life threatening medical emergency, call 999 or go to accident and emergency (A&E)



Annual Report to Tenants for 2019/20

You will find some statistical analysis on our performance in providing repairs and in improving and maintaining your homes. Other sections look at tenant involvement and empowerment, communities and neighbourhoods and tenancy management.

The Council is committed to improving its performance in all aspects of its housing services and the Annual Report provides an honest and accessible account of the services we have delivered. At the same time, it gives a sense of how things might pan out in this most challenging of years and in those that follow.

Housing Management is pleased to publish its **Annual Report to Tenants for 2019/20**. The information in the report for the most part, relates to the 12-month period that preceded the outbreak of the Covid-19 pandemic. It provides a condensed summary of the year's activity in key areas of Housing Management's operations and sets out what we did well and where we need to improve.

To view the report, visit www.rbkc.gov.uk and search HM Annual Report

Report suspected abuse

If something doesn't feel right, it probably isn't – report it!

Abuse can take many forms: physical, emotional, sexual or financial.

If you suspect a family member, friend or neighbour is suffering abuse – report it.

Reporting could prevent further harm or help save a life.

Call the Angelou Support service on:

0808 801 0660

or the 24-hour National Domestic Abuse Helpline on:

0800 2000 247

In an emergency call **999**



THE ROYAL BOROUGH OF
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Communal Tree Programme

Trees to-date have been managed on a responsive basis, but from April 2021 we are introducing a three-year cyclical programme for tree maintenance. We'll publish dates next spring. The changes are designed to minimise danger to the public by proactively checking the structure and health of trees before problems arise.

Not all trees will require work to be carried out after inspection, but where they do, work will be carried out to ensure trees are safe and in good health. If you want to know more about the Communal Tree Programme email dennis.paul@rbkc.gov.uk



Wildflower Meadows

Across our grounds boroughwide, we have some small wildflower meadows. They are not only an attractive feature in themselves, but they attract wildlife too.

We'd like to extend the offer to estates where there is sufficient demand and suitable space to trial planting seeds for meadows this coming spring.

If the introduction of wildflowers interests you, let us know and we will do what we can to bring a bit more colour to your estate next year. We plant in March, so expressions of interest need to be received by mid-January to give us time to prepare ordering stocks of seed. Contact Customer Services on **0800 137 111**.

Top fire safety tips for Christmas



As Christmas approaches, many of us will get into the holiday spirit by decorating our homes with trees, fairy lights and candles. However, some of these things can be a fire hazard when proper care is not taken, so we've put together some tips to ensure you can enjoy Christmas safely.

Decorations:

- Christmas trees can pose a serious hazard, particularly if they dry out so make sure you keep real trees watered at all times.
- Use only LED lights as they are cooler than most other lights.
- Turn Christmas lights off when you're not home or at nighttime
- Don't use damaged or old fairy lights
- Do not stand your tree or any other decorations near a heat source such as a fire

Candles:

- Candles cause thousands of fires in homes every year and can be dangerous
- Try to use battery powered candle-type decorations in place of traditional candles
- Never leave a lighted candle unattended and keep on a stable surface away from any flammable items
- Ensure the candle is fully extinguished before leaving your home or going to bed

Cooking:

- Make sure saucepan handles don't stick out – so they don't get knocked off the stove
- Keep tea towels and cloths away from the cooker and hob
- Don't leave children in the kitchen alone whilst the hob is on
- If you need to leave the kitchen whilst cooking, take pans off the heat
- Ensure the cooker is off when you've finished cooking

Contact the fire safety team by email at firesafety@rbkc.gov.uk.

Let it snow, let it snow...

We predict that some of our residents will be dreaming of a white Christmas and if we do get snow, or freezing conditions we will be prepared.

To help prevent the dangerous slips and falls, we'll be stocking the grit bins on estates with rocksalt and ensuring we have a network of supplies ready to put down during a deep freeze. The bins will be accessible to residents in emergencies, or if we can't get around to every block in time.

We only carry out salting during icy weather, when temperatures are below freezing throughout the day. Our priority is to salt access paths from entrances of blocks to the main road, bin stores, paths on sloped surfaces or open stairs where the risk of slipping is highest.



Special attention is given to our Sheltered Sites where residents are particularly vulnerable.

It can be useful to follow Met office advice during wintery conditions in the interest of safety. Visit www.metoffice.gov.uk

For more information visit email dennis.paul@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

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please call us on 0800 137 111 or 020 3617 7080.

Arabic

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

Farsi

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

French

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

Portuguese

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

Somali

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

Spanish

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