

Residents' Charter

A summary of the commitment
between Kensington and Chelsea's
Housing Management service and
its tenants and leaseholders



Housing
Management



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

This table summarises the two-way commitment between Kensington and Chelsea's Housing Management service and its tenants and leaseholders.

We want to encourage a culture of mutual trust, respect and partnership working.

As your landlord we will

- 1** Treat you fairly, as an individual, and always be honest about what we can and cannot do.
- 2** Create genuine opportunities for you to work with us and tell us what you think about our services. Use your feedback to shape and improve the services you receive, making better use of technology where possible.
- 3** Take all reports of antisocial behaviour seriously, investigate and take appropriate enforcement action whenever possible.
- 4** Maintain your home so it is safe, secure and weather-tight in accordance with the conditions of your tenancy agreement or lease and ensure that both Council staff and sub-contractors deliver professional services promptly.
- 5** Let you know in advance when we may need to access your home, or when work in communal areas might affect you.
- 6** Provide high quality, professional services that are easy to use, offer good value for money, and provide information that makes sense and is transparent.
- 7** Be clear about what our, and your, responsibilities are and abide by the conditions of your tenancy/lease agreement.

What you can do to help us

Treat the Council's staff and contractors fairly, and with the same level of respect you expect to receive.

Help us by telling us when things go well and when they don't, so we can use your feedback to measure and improve services.

Respect your neighbourhood and act considerately towards your neighbours and ensure your family and visitors do the same.

Respect your home and help us to keep it in good condition by reporting all repair needs promptly and carrying out any minor repairs you are responsible for.

Give reasonable access to your home so we can maintain it and keep you safe.

Pay your rent, service charges and other money owed to us on time and in full so that we can invest this back into your home, neighbourhood and services.

Understand and keep to the conditions set out in your tenancy or lease agreement.

