

Where to get housing advice in Kensington and Chelsea

February 2014

- **Affordable ownership (shared ownership) opportunities**
Housing Options and Allocations Team – Royal Borough
www.shareto-buy.com/london
- **How the Council allocates social housing**
Factsheet 25 – *Housing Allocation Scheme: who gets priority for social housing?*
Online self-assessment form – this helps you to understand the likelihood of you being rehoused
<http://www.rbkc.gov.uk/housing/socialhousing/selfassessmentform.aspx>
Housing Options and Allocations Team – Royal Borough
- **Rehousing on health grounds**
Factsheet 4 - *Housing, Health and Disability Assessments*
Housing Options and Allocations Team – Royal Borough
- **Homelessness and homelessness prevention**
Factsheet 5 - *Are you homeless or about to lose your home?*
Homelessness Team – Royal Borough
- **Homelessness (16/17 year olds)**
Family and Children's Services – Royal Borough
- **Relocating out of London**
Factsheet 6 - *The HomeStart Scheme – Moving out of London*
Factsheet 10 - *The Seaside and Country Homes Scheme – Moving to the seaside or countryside if you are over 60 years old*

Key

- Blue Royal Borough of Kensington and Chelsea Team
Orange Non-Council advice agency

Contact details, including how to request publications, are listed at the end of this booklet.

Factsheet 8 - *The Mutual Exchange Scheme – Swapping your property with another housing association or Council tenant, either within or outside of London*

Housing Options and Allocations Team – Royal Borough

- **Incentives to free up accessible properties**

Factsheet 7 - *The Mobility Transfer Scheme – Moving out of your ground floor property*

Housing Options and Allocations Team – Royal Borough

- **Mutual Exchange for social housing tenants**

Factsheet 8 - *The Mutual Exchange Scheme – Swapping your property with another housing association or Council tenant, either within or outside of London*

Housing Options and Allocations Team – Royal Borough

- **Overcrowding**

Factsheet 9 - *Are you living in overcrowded conditions?*

Housing Options and Allocations Team – Royal Borough

- **Supported accommodation**

Factsheet 11 - *Accessing supported housing and hostels*

Homelessness Team – Royal Borough

- **Maintaining a tenancy and independent living**

Factsheet 12 - *Access to Housing Support Services*

Housing Support Service – Royal Borough

- **Temporary accommodation for homeless people**

Factsheet 13 - *Temporary Accommodation*

Accommodation and Income Team – Royal Borough

Key

Blue Royal Borough of Kensington and Chelsea Team

Orange Non-Council advice agency

- **Help to move to a smaller property**
Factsheet 14 - *The Under-occupation Scheme – moving to a smaller property*
Leaflet – Housing Benefit: spare bedroom restrictions
Housing Options and Allocations Team – Royal Borough

- **Disrepair**

Social housing tenants

Factsheet 16 - *Does your home need repairs?*
Housing Options and Allocations Team – Royal Borough

Private sector tenants

Environmental Health – Royal Borough

Staying First

- **Domestic violence**
Factsheet 17 - *Domestic Violence, advice for social housing tenants*
Homelessness Team – Royal Borough
Advance (Independent Domestic Violence Advisor)

- **Tenancy rights (inc. relationship breakdown)**

Social housing tenants

Factsheet 18 - *Your Tenancy Rights*
Tenant's social landlord
Housing Options and Allocations Team – Royal Borough

Private sector tenants (inc. harassment and illegal eviction)

Tenancy Relations Officer – Royal Borough

Staying First

Key

Blue Royal Borough of Kensington and Chelsea Team

Orange Non-Council advice agency

- **Rent increases and rent assessments**
Benefits Assessment Team – Royal Borough
- **Housing Benefit changes and Local Housing Allowance caps**
Leaflet – Housing Benefit: spare bedroom restrictions
Benefits Assessment Team – Royal Borough
Homelessness Team – Royal Borough

Key

Blue Royal Borough of Kensington and Chelsea Team
Orange Non-Council advice agency

Contact details, including how to request publications, are listed at the end of this booklet.

Contact details: Council services

- **General**

Further information and our Housing factsheets are available online: www.rbkc.gov.uk/housing. If you do not have internet access, you can ask Housingline to send you a copy of any of the factsheets you need.

Telephone 020 7361 3008 (Housingline)

Monday to Friday 8.30am to 5.30pm

Email housing@rbkc.gov.uk

In person Customer Services Centre (Town Hall)

Monday to Friday 8.30am to 5pm

Kensington and Chelsea Tenant Management Organisation (KCTMO)

Telephone 0800 137 111 or 020 3617 7080

In person KCTMO Hub, 292a Kensal Road, W10 5BE

Monday to Friday 9am to 5pm

Blantyre Street, SW10 0DS

Monday to Friday 9am to 5pm

Lancaster West Estate Office, Grenfell Tower, W11 1TQ

Monday to Thursday 8.30am to 4.30pm

Closed between 1pm to 1.30pm and Fridays 8.30am to 1pm

Web www.kctmo.org.uk

- **Homelessness Team**

Telephone 020 7361 3008 (Housingline)

Email housing@rbkc.gov.uk

- **Housing Options and Allocations Team**

Telephone 020 7361 3008 (Housingline)

Email housingopportunities@rbkc.gov.uk

- **Housing Support Service**

Telephone 020 7341 5127

Email housingsupport@rbkc.gov.uk

- **Tenancy Relations Officer**

Telephone 020 7361 3008 (Housingline)

Email housing@rbkc.gov.uk

- **Housing Benefits**

Telephone 020 7361 3006

Email benefits@rbkc.gov.uk

- **Environmental Health**

Telephone 020 7361 3002 (Environmental Healthline Monday to
Friday 9am to 5pm)

Email environmentalhealth@rbkc.gov.uk

Contact details: Non-Council services

- **Staying First**

Telephone 020 8996 8890 Monday to Friday 10.30am to 3pm

In person Westway Information Centre, 140 Ladbroke Grove (opposite Ladbroke Grove underground station), W10 5ND
Tuesday 5 to 7pm
The Learning Space, Brompton Library, 210 Old Brompton Road, SW5 0BS
Thursday 3 to 5pm

- **Nucleus Legal Advice Centre**

Telephone 020 7373 4005 (Advice Line)

In person 298 Old Brompton Road, SW5 9JF
Monday 1.30 to 4pm
Tuesday 3.30 to 6pm
Thursday 10am to 12.30pm

Web www.nucleus.org.uk

- **Citizens Advice Bureau – Kensington and Chelsea**

Telephone 0844 826 9708

In person Chelsea Old Town Hall or Westway Information Centre
Drop-in: Monday, Tuesday (Kensington only), Wednesday, Friday 10am to 12.30pm
By appointment: Monday to Friday 10am to 4pm

Web www.citizensadvice.org.uk

- **North Kensington Legal Advice Centre**

Telephone 020 8969 7473

In person 74 Golborne Road, W10 5PS
Housing advice drop-in: Monday 10am to 1pm

Web www.nklc.co.uk

- **World's End Neighbourhood Advice Centre**

Telephone 020 7351 5749

In person 2 World's End Place, World's End Estate, SW10 0HE
Drop-in: Monday, Wednesday and Friday 10.30am to 1pm.
Other times by appointment.

Web www.wenac.org.uk

- **Advance (Independent Domestic Violence Advisor)**

Telephone 020 8960 7016

Web www.advanceadvocacyproject.org.uk

- **Shelter (housing and homelessness national charity)**

Telephone 0808 800 4444
(calls are free from UK landlines and main mobile networks)
8am to 8pm Monday to Friday and 8am to 5pm Saturday and
Sunday

Web www.shelter.org.uk