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# Welcome to your new home

**LANCASTER WEST  
NEIGHBOURHOOD TEAM**

**W11**



For ways to contact us,  
turn to the back cover



# Welcome

## to your new home

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This guide will give you some information on how to look after your home and make the most of living on Lancaster West Estate.

When things go wrong, we have a local repairs team that will fix things in your home and around the estate. We work with contractors to take care of other specialist repairs, cleaning and looking after the green spaces on the estate.

We hope that you find this booklet useful. It includes information about:

- the range of services we provide to you
- details of the team managing your home
- how to keep on top of your rent
- home visits that we'll need to make from time-to-time

If you have any questions about repairs or your tenancy, please contact us on 0800 389 2005.

We hope you'll be very happy in your new home. Drop by any time to Baseline Studios for a cup of tea and a chat, or give us a wave if you see us out and about on the estate!



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Once you have moved in, we will welcome you into your new home and see how you are settling in

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# What happens next?

We will do a check six weeks in to your tenancy to see how you have settled in.

Please take the time to read your tenancy agreement. It lists both your responsibilities and the Council's obligations to you.

It's very important that you understand the conditions of your tenancy, so please read it before we visit you so that you can ask about anything you might be unsure about.





# Looking after your home



When it comes to repairs and maintenance, there are some jobs that we can do for you, and others you will need to arrange yourself. Here's your guide to who is responsible for what.

## What we're responsible for

- The water, gas and electricity supply to and within the property, where this is not the responsibility of the utility supplier
- The structure of your home including:
  - the roof, outside walls, external doors
  - windows and window sills
- Gutters, down pipes and drains
- Garden and balcony walls, fences, pathways and steps
- Chimney stacks and flues
- Heating or hot water
- Communal areas including lifts, pathways and play areas
- Existing central heating, water heaters and fires (where provided by us)
- Indoor walls, floor coverings and ceilings
- Door entry, door frames, door hinges and skirting boards, window catches, sash cords and window frames
- Providing fireproof doors to your home where required
- Bannisters, kitchen units, air vents and extractor fans, showers (where provided by us), sinks, toilets and baths
- Broken electrical fittings, excluding electrical appliances gifted to you
- Burst and leaking pipes
- Ceiling repair if damaged
- Communal TV aerials
- Communal lighting
- Faulty entrance door lock
- Leaks from outside your home
- Lights in the kitchen or bathroom
- Removing shared TV aerials and slipped roof tiles
- Toilet not flushing



## What you're responsible for

- Internal decorations and ensuring your property remains in a clean and reasonable condition, unless damaged while a repair is being done
- Repairs to small cracks in plaster or woodwork
- Clearing blockages in basins, sinks, baths and trying to clear toilets
- Replacing light bulbs, fluorescent tubes, starters or fuses
- Replacing toilet seats, shower heads, hoses and plugs for sinks and baths
- Testing and cleaning smoke detectors. If it is battery operated (not mains wired) you will also need to replace the battery when it gets low
- Draft excluders
- Installing additional locks or other security features, or replacing keys and changing locks if you are locked out. In an emergency or where your home is not secure we may carry out these works and recharge the costs to you
- Garden, balcony or basement clearance and cleaning (except where covered by a service charge)
- Repairs to any items that have been damaged by you or your guests
- Bath panels, unless to trace and fix leaks
- Curtain rails and blinds
- Door bells, unless communal door bell or door entry system
- Replacing toilet seats, shower heads and hoses
- Broken glass in windows, unless resulting from criminal damage (CAD number required)
- Repairs to any appliances, fixtures and fittings you have installed or we have gifted. Any repairs to gas installations such as cookers or gas fires should be carried out by a certified Gas Safe engineer
- Ceramic wall tiles, unless to trace and fix a leak
- Fences and gates
- Damage to our property
- Internal doors, unless it's the kitchen door
- Removing TV aerials
- Washing lines and pulleys
- Washing machine and dishwasher connections





## Your locally managed repairs service

Since July 2018, we have been delivering a new and improved repairs service to residents across the Lancaster West Estate and Bramley House. The team are managed locally – meaning we are always onsite to deliver quick, high-quality repairs.

Our operatives wear bright green uniforms and will always show their ID when entering your property. For some repairs, we still use specialist subcontractors for works we can't do in-house, such as heating and gas repairs. You can report a repair using our dedicated line **0800 389 2005**, that will connect you to the Neighbourhood Team based on the estate.

If you're not sure who is responsible for a repair in your home, please contact us on **0800 389 2005** or by email at [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk).

If you need help, for example because you are older or disabled and do not have a relative or friend who can assist you, please contact us. We're here to help.











# Your guide to services, safety and utilities

Moving home can be stressful. Here we summarise all the key things you need to know to make moving into your home as easy as possible, from setting up an account with an electricity supplier to knowing where you can park your bike!



## Electric and gas supplies

You will have been shown the location of the gas (if applicable) and electric meter when viewing the home. You can change to a supplier of your choice if you want to. The gas and electric meters remain the responsibility of the supplier, so if a repair is needed, please contact the supplier directly.

At times we will require access to your home to carry out essential safety checks, which may include annual gas safety checks and any other health and safety checks as appropriate.

### Bulb – your green energy supplier

To reduce the carbon footprint of the homes we manage, we have formed a partnership with Bulb, the UK's biggest green supplier ([www.bulb.co.uk](http://www.bulb.co.uk)).

Bulb provides residents with 100% renewable electricity from solar, wind and hydro. Plus, their gas is 100% carbon neutral, for those homes

which have a gas supply. 10% is green gas produced from renewable sources like food or farm waste. And they offset the rest of the gas we supply by supporting carbon reduction projects around the world.

Bulb will be the supplier when you move in, but due to the rolling contract we have put in place you can leave at any time!

### Gas servicing

This section only applies if you have a gas supply in your home. Once a year, by law, we have to carry out an inspection of the gas appliances we've installed in your home to make sure they're safe to use and are working correctly and efficiently. It's important that you allow for this to be completed.

We'll try to organise this at a time which is convenient for you, but you must give us access to your home to complete the inspections.

## Healthy air in your home

There is no complete solution to avoiding condensation because moisture comes about with all kinds of daily activities.

These steps will help you reduce the condensation in your home:

- Try to dry washing outdoors if you can, in a tumble dryer, or put it in a room to dry with the door closed and window open
- Ventilate your kitchen and bathroom when you're using it. Ventilate other rooms used for at least 10 minutes each day to let out moisture which occurs in every home

### Contents insurance

We insure the building you live in but not the contents of your home. **Contents insurance could help you cover the cost of replacing your personal possessions in the event of damage or loss.** While many people hope that nothing will happen to their belongings, sometimes things can go wrong. Please contact us at [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk) or call **0800 389 2005** for further information.

### Accessing your block

You can get fobs for communal doors to your home from the Lancaster West Neighbourhood Team. The keys we issue are security keys and cannot be cut at a locksmith.





For further information on getting fobs, please contact us on **0800 389 2005** or by email at **lancasterwestoffice@rbkc.gov.uk**.

### Access to communal meter cupboards and telephony equipment

If you need access for meter readings or for a utility company, please contact us on **0800 389 2005**. We will need 2 working days' notice for these requests.

### Chutes, bins and recycling

To find out which days the bins in your area are collected and for information on recycling in the borough, check the Council's website **www.rbkc.gov.uk**, call Streetline at **020 7361 3001** or email **streetline@rbkc.gov.uk**.

You may have chutes or paladin bins (large circular or square bins on wheels) in which to put your domestic waste and recycle waste where available. If you need help to locate these, please contact us.

Please do not put bulky items such as building waste and cardboard down the chutes as these are the main causes of chute blockages.

### Parking on the street

Contact **020 7361 3004** or **enquiries@rbkcparking.com** for more information on street parking within the borough. Prices of spaces vary by location.



### Cycle storage

Our team has installed cycle storage across the estate. It is free to get a place for your bike, please contact us on **0800 389 2005** or by email at **lancasterwestoffice@rbkc.gov.uk** to learn more and ask for a place.

### Register to vote

If you are a British, Irish or Commonwealth citizen or a citizen of another European Union state, aged 17 or over and are resident in the Royal Borough of Kensington and Chelsea for at least six months of the year then visit **www.gov.uk/register-to-vote** to register to vote. The form is simple to complete – fill in

your name, address, date of birth and a few other details.

### Respecting our community

We hope that you enjoy settling into our local community. The area has a history of strong bonds among residents, who we hope you can turn to for support. Please treat your neighbours how you would like to be treated but if anyone is disturbing you or making you feel unsafe, call **0800 389 2005**, email **lancasterwestoffice@rbkc.gov.uk** or drop in to **Unit 7 Baseline Studios**. You can also download the Noise App at **www.thenoiseapp.com** to report excessive noise from neighbours.

# Paying your rent

## How to pay your rent – Direct Debit

Your rent helps us maintain and make improvements to your home. Your rent and service charges must be paid regularly and always in advance. There are a number of ways you can pay, including Direct Debit, standing order, by phone or at the post office. If all or part of your rent is covered by housing benefit, please make sure your claim is up to date.

If you get into difficulties meeting your rent payments, please contact us as soon as possible to get free advice and support, or a referral to an

independent advice agency. We are here to help.

## Changes that may affect you

The benefits cap may apply to you. If so, this would cut your housing benefit or Universal Credit so that the total benefit amount you receive is within the cap. This may apply depending on the number of bedrooms in your property and your age and would vary depending on whether you are a single person or have a family.

In April 2019, the cap was £296.35 in benefits per week for a single person or £442.31

per week for couples and households with children. This may change, however, and you can find out more, including about exemptions to the cap, by contacting the Council's Benefits Service, Benefitsline, on **020 7361 2777**.

If you would like any further information or assistance, please contact us on **0800 389 2005** or **lancasterwestoffice@rbkc.gov.uk** or the Council's Benefits Service, Benefitsline, on **020 7361 3006**.

## Universal Credit

Universal Credit is gradually replacing the main income benefits. This means that your housing benefit is no longer paid directly to the Council and instead you'll receive one single monthly payment of all your benefits. You will need to pay your rent in full from this money. If you need help with paying your rent and you are not in receipt of housing benefit, you will need to claim Universal Credit. For further information, use your online journal or call **0800 328 5644** for Universal Credit help.





# Creating opportunities for the whole community

Get in touch if you need support with employment, benefits, volunteering or anything else, which will help you learn, meet new people or improve your wellbeing.

We can help you improve your CV, help you find a job or show you gardening, creative and leisure activities. Feel free to contact us at **lancasterwestoffice@rbkc.gov.uk**.

Our team includes Somali-, Farsi- and Arabic-speakers. If you have any mobility difficulties or translation needs, we are here to help.

You can contact the Lancaster West residents association at **info@lancwestra.com** or, if you live in Bramley House, the residents association there at **bramleytra@gmail.com**.



# How to contact us

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## Lancaster West Neighbourhood Office

You can drop in to Unit 7 Baseline Studios, Whitchurch Road, W11 4AT or contact:

✉ [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk)

☎ 0800 389 2005

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## Council's main switchboard

☎ 020 7361 3000

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## Campden Charities

Grant-giving trust offering grants for the benefit of the residents of Kensington

☎ 020 7243 0551

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## Environmental health

For problems with noise e.g. loud music, noisy pubs, rowdy parties or barking dogs

☎ 020 7361 3002

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## Universal Credit helpline

☎ 0800 328 5644

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## Jobseeker's Allowance, Income Support, Incapacity Benefit or Employment and Support Allowance

For existing claimants

☎ 0800 169 0310

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## Jobcentre Plus

New claimants only

☎ 0800 169 0350

Existing benefit claims for Maternity Allowance

☎ 0800 169 0283

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## Streetline

For furniture, appliance and mattress collections

☎ 020 7368 3001

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## Local Support Payment (LSP)

They provide support in the form of appliances for your home, usually important items like beds or fridges. Call to find out if you are eligible

☎ 020 7745 6464

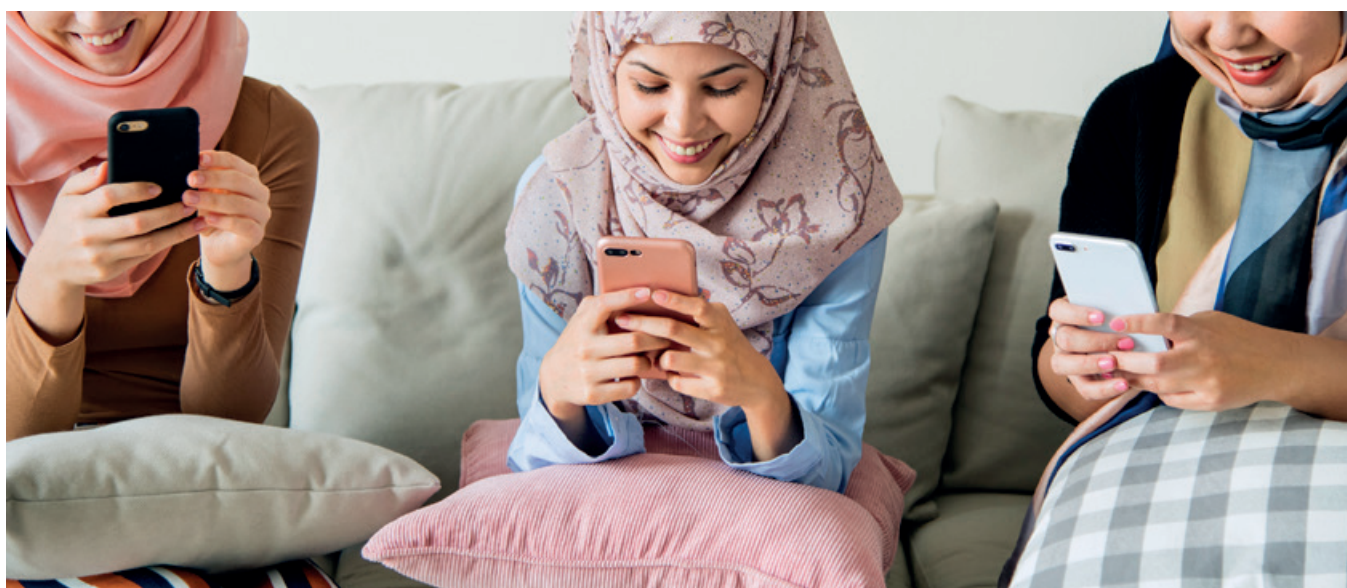
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## Police non-emergency number

To report crime and other concerns that do not require an emergency response

☎ 101

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## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details overleaf.

## 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.




**Lancaster West  
Neighbourhood Team**

 Unit 7  
Baseline Studios  
Whitchurch Road  
W11 4AT

 0800 389 2005

 [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk)

 @lancasterwestneighbourhoodteam