



# **Local Lettings Plan for Lancaster West Estate and Bramley House**

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Frequently Asked Questions

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THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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**Q**

## What does the Local Lettings Plan do?

**A**

Council properties on the Lancaster West Estate and in Bramley House that are empty and available will be offered first to existing residents of the Estate and Bramley House, who

- need and want to move to a more suitable home, and
- wish to remain in the area and part of the community.

**Q**

## Why was a Local Lettings Plan introduced?

**A**

The Council introduced a rehousing policy to help tenants of the Walkways, Treadgold House and Bramley House to move to another social housing tenancy if they did not feel able to continue living close to Grenfell Tower (the Wider Grenfell Rehousing Policy). This policy does not help residents who wish to remain within the community, but need a better home.

We believe that a Local Lettings Plan may help you if, for example, you are overcrowded and need a larger property, you need a more accessible home, or you are currently living in a temporary home provided by the Council and you would like to move to a more suitable home within the area.

We have worked closely with residents of the Estate and Bramley House whose views have been extremely helpful in shaping a Local Lettings Plan that we hope will help members of the community.

**Q**

## Which housing blocks are included in the Local Lettings Plan?

**A**

Barandon Walk, Camborne Mews, Camelford Court, Camelford Walk, Upper Camelford Walk, Clarendon Walk, Hurstway Walk, Lower Clarendon Walk, Upper Clarendon Walk, Morland House, Talbot Grove House, Talbot Walk, Testerton Walk, Treadgold House, Upper Talbot Walk, Verity Close, plus Bramley House.

**Q**

## Who qualifies for the Local Lettings Plan?

**A**

You may qualify for the Local Lettings Plan if you live on the Lancaster West Estate or in Bramley House, and were doing so at the time of the Grenfell Tower tragedy and you are:

- a Council tenant with a secure tenancy, living at home on the Lancaster West Estate or in Bramley House, or
- a Council tenant with a secure tenancy on the Lancaster West Estate or in Bramley House who is living away from home, would like to return home, but you are unable to do so because your home is very unsuitable.

For example, your home might be unsuitable because you, or a member of your family, cannot use stairs but your home has many internal or external steps, or

- you are living in a temporary home on the Estate or in Bramley House provided by the Council (under 1996 Housing Act section 188 or 193), and you wish to move to your own secure Council tenancy.

iv. you are a household member of a Council tenant and:

- are aged 18 or over, and
- you are a son, daughter, parent, grandparent, or grandchild of the tenant, or otherwise need to live as part of the household – for example, because you provide necessary care to, or receive care from, another member of the household, and
- you live with the tenant as your main home

and where:

#### **Scenario A**

- the home you live in is overcrowded and as a family you need a four-bedroom property or larger (more than one adult member of your household can be rehoused separately until the remaining family are no longer overcrowded or no longer require a four-bedroom property or larger), or

#### **Scenario B**

- you live in a home with three or more bedrooms, and the tenant is willing to move to a smaller home if you are rehoused to a studio or one-bedroom property through the Local Lettings Plan.

See examples of how this works, below.

You will also need to qualify for at least one of the priority categories explained later in the leaflet in order to qualify for the Local Lettings Plan.

If you are currently overcrowded and need a house with four or more bedrooms, you must choose whether to apply as a family or apply to have adult family members move to their own home. You cannot do both.

Where households are allowed to split to help overcrowding, none of the resulting multiple households will be allowed to under occupy their home. This means, for example, that if your household needs a four-bedroom home or larger, adult members of your family might be rehoused to their own home. However, neither you or the adult members of your family will be allowed spare bedrooms in their homes.

**Q**

## **Examples of when an existing household can split.**

**A**

### **Scenario A**

A family are living in a three-bedroom property on the Estate. The family contain the tenant, her daughter aged 24, her son aged 21, and her daughter aged 16. Because of their ages and genders, each of the children need their own bedrooms and so the family need a four-bed and are currently overcrowded. (See 'How do we work out many bedrooms you need?' later in this leaflet.)

Under the Local Lettings Plan, the family can apply to rehouse the 24-year-old daughter to her own tenancy (either a studio or a one-bed). If the eldest daughter moved it will leave the tenant and her two remaining children suitably housed in their three-bed home.

**4**

## Scenario B

The tenant may now decide that she is willing to give up her three-bed home in return for a two-bed for herself and her youngest daughter, and a studio or one-bed for her son.

Of course, the tenant might decide, from the start, that she is happy to give up her three-bed home in return for a two-bed for herself and her youngest daughter, and separate homes for her eldest daughter and her son.

Q

## Who does not qualify for the Local Lettings Plan?

A

The following residents do not qualify for rehousing under the Local Lettings Plan

- Leaseholders or resident family members of leaseholder
- Residents living in private rented accommodation
- Lodgers
- Council tenants who do not meet one of the priority categories
- Council tenants or families living in temporary accommodation provided by the Council who were not living on the Estate or in Bramley House at the time of the Grenfell tragedy.
- Adult family members who are not living in an overcrowded family that need a four-bed or larger.
- Council tenants or family members who are living in a suitable studio, one-bed or two-bed home. This includes single people or two people living together in a studio property as partners unless there are medical reasons for needing to move.
- Council tenants who are living away from home but still hold a tenancy on the Estate or in Bramley House **unless** the Council assesses their existing council home to be unsuitable (for example because you really struggle to use the stairs in your home).

Q

## I am an adult family member. How do I apply to be rehoused to my own home?

A

Firstly, you need to make sure you can qualify for the Local Lettings Plan. Please read the guidance earlier in this leaflet.

**Step 1** The main tenant(s) completes a Local Lettings Plan application form saying that they would like an adult member of their family to be rehoused to their own home. This ensures that the tenant is aware that a family member may want to move to their own home.

**Step 2** The Council assesses this form to make sure the family member qualifies to be rehoused to their own home.

**Step 3** The Council contacts the family member who is asked to complete a different, 'splitting household member' form so they can join the Local Lettings Plan. The family member cannot apply to the Local Lettings Plan direct – they must be contacted by the Council.

Both the tenant and family member will be asked to provide supporting information.

Please see 'What rent will you pay for a home let under the Local Lettings Plan?' later in this leaflet, as you should be sure you can pay the rent for a new home.



## How might you be prioritised under the Local Lettings Plan?

If you qualify to be rehoused through the Local Lettings Plan, you will be prioritised and awarded points, according to your circumstances. Residents with a greater need to move will be given more points.

The priority categories and points levels are listed below. The first six categories (in yellow) currently exist under the Council's main Housing Allocation Scheme. The five further categories (in green) are additional priorities provided within this Local Lettings Scheme.

We are using the additional priorities to help resolve housing need on the Lancaster West Estate and in Bramley House, and to help residents who might not normally qualify for the main Housing Register.

The points categories are explained in the following table. More detailed explanations of the highest priorities can be found in the Council's Allocation Scheme, which can be found at [www.rbkc.gov.uk/housing](http://www.rbkc.gov.uk/housing).

Points award	Priority category
<b>2000</b>	Very urgent need, being exceptional priority and emergency medical need
<b>1900</b>	Serious risk of harm
<b>900</b>	High medical need
<b>700</b>	Downsizing from an under-occupied home, or freeing up an accessible home
<b>700</b>	Adopting or fostering a child
<b>200</b>	Lacking two or more bedrooms in the current home
<b>100</b>	Moving from a temporary home provided by the Council
<b>80</b>	Medical need
<b>50</b>	Lacking one bedroom in the current home
<b>20</b>	Household members of Council tenants living in a home lacking two bedrooms or more
<b>10</b>	Household members of Council tenants living in a home lacking one bedroom
<b>5</b>	Moving closer to family

## **2000 points** **Very urgent need: exceptional priority and emergency medical need**

Exceptional priority might be used if you are facing an extremely difficult housing situation and there are no other suitable housing options available - for example, being awarded one of the other points categories. Exceptional priority must be agreed by the Director of Housing Needs and Supply or a delegated officer.

Emergency medical points will only be awarded if you (or a family member) has a medical problem or disability which affects your health very severely, where your home is totally unsuitable for your needs, and no other suitable housing options are available.

## **1900 points** **Serious risk of harm**

These points might be awarded if you are, for example, experiencing domestic violence or harassment at your home. Points may also be awarded where a child in your family will be taken into care unless you are rehoused to a more suitable home.

We would need to make sure that there is no immediate risk to you and that you can remain in your current home until you are rehoused.

You cannot apply for these points directly - our Children's Services, our Adult Services, the police or Housing Management have to apply on your behalf.

A panel will consider the application and points will only be awarded where there is a serious and immediate risk of harm to a child or adult in your family, unless an urgent move can be obtained.

## **900 points** **High medical need**

These points might be awarded to you or a family member when, in your current home, a disability or long-term health condition has a substantial impact on your independence, or the independence of the member of your family.

You will only qualify for these points where it can be shown that a move to a more suitable home will have a substantial positive impact upon your ability to enter and leave your home, and/or to access essential facilities within your home. If your health is in long term decline, we will also consider the type of property you will need in the future.

These points aren't awarded simply because you or a family member has health problems. Many residents have serious medical conditions, but they may be living in a suitable home already, or their independence will not be substantially improved by moving to another home.

Medical points are assessed by the Council's Housing Health and Disability Assessment Team (Medical Team). This team is made up of healthcare professionals who are very experienced in housing issues. They are committed to the very highest standards, set by professional medical and healthcare bodies.

## **700 points** **Downsizing from an under-occupied home, or freeing up an accessible home**

Under-occupation – You might be awarded these points if you have spare bedrooms in your current home and you are looking to move from a property with two or more bedrooms to a smaller property. This can include a move from one property to two or more smaller properties, where another family member wishes to live separately, but only if the total number of bedrooms for the new homes are less than the original home.

Freeing up an accessible home – You might be awarded these points if you live in a home that is suitable for a person with a disability or mobility problems, but you and members of your family do not have such needs and you are happy to move to another suitable home. Usually, homes with steps will not qualify – however, the Council's Housing Occupational Therapists will decide whether a property will qualify for these points.

## **700 points** **Adopting or fostering a child**

You might be awarded these points if the Council's Children's Services confirm that you have been assessed as suitable to foster or adopt one or more children who are in the Council's care, but you need a more appropriate home in order to do so.

## **200 points** **Lacking two or more bedrooms in the current home**

You might be awarded these points if you and your family lack two or more bedrooms in your current home.

The table found later in this leaflet explains the number of bedrooms your family will need. Please note that only genuine members of your family, who live with you as their main home, will be considered.

## **100 points** **Moving from a temporary home provided by the Council**

These points will be awarded to you if you are living in a home provided for you by the Council but you do not have a secure tenancy. The Council must have accepted a duty to help you under Section 188 or 193 of the Housing Act 1996.

## **80 points** **Medical need**

These points might be awarded to you or a family member when, in your current home, a disability or long-term health condition clearly affects your independence or the independence of a member of your family.

You will only qualify for these points where it can be shown that a move to a more suitable home will clearly have a positive impact upon your ability to enter and leave your home, and/or to access essential facilities within your home. If your health is in long term decline, we will also consider the type of property you will need in the future.

These points aren't awarded simply because you or a family member has health problems. Many residents have serious medical conditions, but they may be living in a suitable home already, or their independence will not be improved by moving to another home.

**50**  
points

## **Lacking one bedroom in the current home**

You might be awarded these points if you and your family lack one bedroom in your current home.

The table found later in this leaflet explains the number of bedrooms your family will need. Please note that only genuine members of your family, who live with you as their main home, will be considered.

**20**  
points

## **Household members of Council tenants living in a home lacking two bedrooms or more**

These points might be awarded to you if:

- you are aged 18 or over
- are a family member of a tenant
- the home you live in lacks two or more bedrooms
- you remained together, you would need a home with four or more bedrooms
- you are willing to move to a studio or one-bedroom home

**10**  
points

## **Household members of Council tenants living in a home lacking one bedroom**

These points might be awarded to you if:

- you are aged 18 or over
- are a family member of a tenant
- the home you live in lacks one bedroom
- you remained together, you would need a home with four or more bedrooms
- you are willing to move to a studio or one-bedroom home

**5**  
points

## **Moving closer to family**

These points might be awarded to you if you provide care for a member of your family who lives elsewhere, and moving to a home closer to them will help you to provide that care.

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### **What happens if two or more households have the same priority?**

Where two or more households with the same rehousing points are interested in the same property, the property will be offered first to the household who has lived the longest on the Lancaster West Estate or in Bramley House.

The start date for this length of residency is known as the 'priority date'.

### **Combining priorities for rehousing**

You can be awarded points for more than one category. For example, you might have a high medical need and are lacking two or more bedrooms.

However, you cannot combine the following categories.

- If you are awarded points for a very urgent need (exceptional priority, emergency medical) or because you face a serious risk of harm, you cannot be awarded points for another category.
- You cannot be awarded points for lacking two or more bedrooms and points for lacking one bedroom.
- If you are moving from a temporary home, you cannot be given points for downsizing or freeing up an accessible home.

### **Combining medical points**

You can be awarded medical points for each member of your household that needs to move on health grounds, to reflect how unsuitable your current home might be. For example, you might qualify for 900 medical points, and a member of your family might qualify for 80 medical points, bringing your total points to 980.

**Q**

## **How do we assess a need to move on health grounds?**

**A**

Medical points are not just awarded because a tenant or a member of their family has significant health problems. They can be awarded if it becomes difficult for a tenant or member of their family to live an independent life in their home AND if a move to a more suitable property would increase independence. An example of this might be a resident who has a long term mobility problem which means their existing property is unsuitable.

We may ask you to complete a separate medical assessment form so we have more information about the difficulties you face. We may also ask (with your permission) for independent health reports from relevant professionals who provide treatment, such as GPs.

The assessment is carried out by the Council's Medical Team who are very experienced in housing issues. Though the Council may seek and value information from medical professionals, the assessment decision remains with the Council and not your health professional.

**Q**

## **How do we work out many bedrooms you need?**

**A**

The table below sets out the number of bedrooms your family will be assessed as needing. Please note that only genuine members of your family, who live with you as their main home, will be considered.

	One person	Couple	Two adults not living as a couple	One adult or a couple plus					
				One child or other adult	Two children of the same gender aged 20 or under	Two children of opposite gender aged 9 or under	Two children of opposite gender, one or both aged 10 or over	Three children	Four or more children
Studio	X	X							
One bed	X	X							
Two bed			X	X	X	X			
Three bed							X	X	X
Four or more bedrooms									X

This means that:

- Two children of different gender can share a room until the eldest reaches 10.
- Two children of the same gender can share a room until the eldest reaches 21.
- Only up to two children can share a room (three or more children are not expected to share a room).

Examples:

- A mother and father with a girl aged eight and a boy aged six will need a two bed.
- A mother with a girl aged 10 and boy aged six will need a three bed.
- A mother and father with boys aged 18 and nine will need a two bed.
- A father with girls aged 21 and 15 will need a three bed.
- A mother and father with a girl aged 12, and boys aged 18 and 21 will need a four bed.

Q

## How will available homes be advertised?

A

The Council plans to create a separate, private area on its Home Connections website to advertise homes that are available under the Local Lettings Plan. This means that only those residents who qualify for the Local Lettings Plan will be able to see what is available.

Printed copies of advertised homes will also be made available for you. If you do not have access to the internet, or do not feel comfortable using the internet, we will make sure you will still be able to express an interest in advertised homes.

Where possible, we will hold open days for available properties so that you can view them before deciding to express an interest.

Q

## Will the homes let under the Local Lettings Plan be on a lifetime tenancy?

A

Properties allocated through the Local Lettings Plan will be let on lifetime tenancies, even if you did not previously hold a lifetime tenancy.

**Q**

## What rent will you pay for a home let under the Local Lettings Plan?

**A**

You will pay the same rent and service charges that would be paid if the home was let to a resident on the Housing Register. This means that the rent and service charges will not be capped to the amount you paid for your previous home.

If you have spare bedrooms in your current home and you move to a smaller home, you will not pay more rent for your new home. When you move you will pay the lower of:

- the proper rent for your new home
- the same level of rent you paid for your previous home

Before moving to a new home under the Local Lettings Plan, think about whether you will be able to afford the rent, especially if you are a family member moving to your own home. For example, most full time students will not be able to claim housing benefit or Universal Credit to help them pay the rent.

If you are not sure, Housing Advisors in the Housing Department and Neighbourhood Officers in the Lancaster West Neighbourhood Office can talk this through with you. We want to make sure that you will not end up in financial difficulty. If we believe you will not be able to afford the rent, we may not allow you to move to a new home.

**Q**

## If you move, will the right to succeed your tenancy be affected?

**A**

No, the rights to succeed your tenancy will not be affected.

If you move to a new home under the Local Lettings Plan, your new tenancy will have at least the same succession rights as your current tenancy. Therefore, if there has been no succession to your current tenancy, your new tenancy will have exactly the same rights to succession as you have at the moment.

If the tenancy for the home you live in has already been succeeded to, you will be given new succession rights when you move to a new home under the Local Lettings Plan. However, only a husband, wife, or civil partner will be able to succeed to the tenancy.

This is because the succession rules changed when the Government introduced the Localism Act in 2011, affecting tenancies that started after April 2012. The Council does not have a separate policy on succession.

**Q**

## How will accessible properties be allocated?

**A**

Properties that are suitable for residents with mobility problems will be prioritised to residents who need them. This means that a home that is suitable for a wheelchair user or for someone who struggles with steps will be offered to a resident who needs that kind of home before it is offered to someone with no mobility needs - even if resident with mobility problems has less points.

We match accessible properties to residents who need them in the following way.

Describing accessible properties	
<b>Wheelchair accessible</b>	<ul style="list-style-type: none"> <li>• Person requires fully wheelchair accessible accommodation to and throughout the property.</li> <li>• Person may use a large wheelchair and requires more generous space standards for wheelchair circulation or specialist equipment.</li> </ul>
<b>Step-free with wider doorways and corridors</b>	<ul style="list-style-type: none"> <li>• Person requires step-free accommodation with generous corridor widths as may use a standard size or attendant propelled wheelchair, a mobility aid (walking frame) indoors and/or a wheelchair outdoors.</li> <li>• Person may be able to access another level of the property with a stair-lift.</li> <li>• Person may be an outdoor electric wheelchair/scooter user, but able to walk indoors.</li> <li>• Person may have progressive neurological condition and have a degree of mobility impairment, which is likely to deteriorate in near future.</li> <li>• Person may be ambulant and obese and need wider doorways and corridors.</li> </ul>
<b>Step-free</b>	<ul style="list-style-type: none"> <li>• Person is able to mobilise but requires step-free accommodation, may use a walking stick indoors and a frame occasionally.</li> <li>• Person may be able to manage one to two steps but requires an Occupational Therapist (OT) assessment/accompanied viewing to assess.</li> </ul>
<b>Minimal steps</b>	<ul style="list-style-type: none"> <li>• Person is able to manage a limited number of steps (up to six).</li> <li>• Person may consider properties with more than six steps but requires OT assessment/accompanied viewing.</li> </ul>
<b>General needs</b>	<p>Person is able to manage at least one flight of stairs. If there are evidenced limitations on ability to manage several flights of stairs or other evidenced reasons to specify maximum floor level, this recommendation will be specified on the medical assessment/application.</p>



## How long will the Local Lettings Plan last?

The Local Lettings Plan will run for two years before it is reviewed.

We will engage fully with the residents of the Lancaster West Estate and Bramley House when carrying out this review to see if the Local Lettings Plan should be renewed, amended, or brought to an end (having achieved what it was meant to achieve). For the Local Lettings Plan to continue after two years it will have to be shown that the original reasons for the Plan still exist.

**Q**

## How many properties might become available?

**A**

This will depend upon two things - how many tenants from the Walkways, Treadgold House and Bramley House wish to move to a social housing tenancy elsewhere under the Wider Grenfell Rehousing Policy (and therefore give up their current tenancy in the Walkways, Treadgold House or Bramley House) and how many properties become available due to normal turnover across the Estate and Bramley House.

The table below shows how many properties became available across the Lancaster West Estate and in Bramley House between April 2013 and March 2017.

Year	Lettings on Lancaster West / Bramley House	Lettings to LWE / BH as % of all lettings	Lettings to LWE / BH as % of all Council only lettings
2013/14	19	4.3%	10.8%
2014/15	27	5.3%	14.7%
2015/16	23	5%	11.9%
2016/17	33	7.6%	17.6%

<b>2013/17</b>	<b>102</b>	<b>5.5%</b>	<b>13.8%</b>
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**Q**

## Will you be guaranteed to move?

**A**

No, we cannot guarantee that you will move under the Local Lettings Plan. Your chances of moving to a more suitable home depend on the properties that become available, the type and size of home you need, and your priority for rehousing compared to other residents who also need to move.

**Q**

## How to apply to the Local Lettings Plan

**A**

You will need to complete a simple application form that will tell us about your household and explain why you would like to be rehoused.

Once we have received your form, we may ask you to provide supporting information, such as proof of identity for the members of your household and proof of their relationship to you.

If you qualify for the Local Lettings Plan, we will send you a unique 'User ID' number and pin number for the Home Connections website where you will be able to see, and express an interest in, available properties. We will also give you more information about how to use the Home Connections website.

If you are already on the Housing Register you will still need to complete a Local Lettings Plan application form. You will have two separate applications – one for the main Housing Register and another for the Local Lettings Plan. Your User ID number for the Local Lettings Plan will be different to your User ID number for the Housing Register.

## Where to find an application form for the Local Lettings Plan



### In person

You can collect an application form from  
Lancaster West Neighbourhood Office  
Unit 7, Baseline Studios,  
Whitchurch Road  
W11 1AT

Customer Service Centre  
Kensington Town Hall  
Hornton Street  
W8 7NX



### By email

You can ask us to post you an application form by emailing  
[housingopportunities@rbkc.gov.uk](mailto:housingopportunities@rbkc.gov.uk)



### By telephone

You can ask us to post you an application form by calling  
020 7361 3008 (HousingLine)



### Online

You can download and print off an application form from the Council's website [www.rbkc.gov.uk](http://www.rbkc.gov.uk) or from the Grenfell Support website at <https://grenfellsupport.org.uk>

## A Mutual Exchange for Council tenants

The Council intends to launch a local mutual exchange scheme which will help Council tenants to exchange homes if they wish to do so. You do not need to be in housing need to swap your home with another council tenant – you may live in a suitable property but simply wish to live in a different location.

We will give you more information about the Council's mutual exchange scheme in the near future.

## 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 below.

## 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 لطفا 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.

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

or phone **07710 053437**