



## Your feedback

You give your views at the Residents Conference



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# Welcome...

to the winter issue of *Headlines*

I would like to wish all residents a happy and prosperous New Year.

Manpreet Dillon stepped down as Managing Director of KHT at Christmas (see below for more details) and I have taken over as Interim Managing Director. I intend to build on the good work my predecessor did in improving services to you, our residents.

I previously worked at Dacorum Borough Council, as interim Director of Housing, and have also worked as Interim Managing Director at Fortunegate Community Housing, KHT's sister company. So, I have a lot of experience of housing and working with residents.

My role at KHT will be overseeing the consultation with residents about our plans to join together the housing associations within Catalyst Housing Group, our parent company. Page 4 includes details on these and how we've been consulting with residents about the delivery of our services.

I would like to thank the residents who gave us their views about our organisational restructure at the Annual Residents Conference (page 8), the consultation workshops we held this month and those of you who filled in the feedback forms. The consultation will end on 31 January 2011, and after this we'll gather your feedback and present it to our Board in February.



The proposed restructure will ensure we continue to deliver on all the promises we've made to you. We'll be creating a new customer services department and increasing resident involvement, which will lead to you getting a better service from us.

The government has also announced plans to make some changes to housing benefit, and rents and tenancies for new lets (page 10). We don't feel that some of these changes are fair. For example, they may make it harder for some residents to move home. That's why after speaking to the Catalyst Residents Federation, we've formally responded to these changes, with some suggestions to make the proposals fairer.

We're here to provide better homes and better services for all our residents so that, together, we can build a better future. I hope that in 2011 we will make big strides towards this.

Best wishes,  
Joanne Drew  
*Interim Managing Director at KHT*

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## A few words from Manpreet...



Manpreet Dillon

After four years at the helm, I have decided to leave KHT and explore new opportunities.

Ever since KHT joined Catalyst Housing Group in 2002, we've invested heavily in improving homes and services. This has resulted in increased resident satisfaction year on year, and I am proud to have been a part of this.

I cannot put into words how wonderful it has been working with KHT's residents and staff, and how rewarding it has been to take KHT from strength to strength.

I am confident that the plans to join KHT with the member companies within the Catalyst Housing Group will enable KHT to keep investing in and improving local services to residents. 2011 marks an exciting new chapter for KHT, and for me.

Best wishes,  
Manpreet Dillon

# Government changes to housing: *a quick guide*

During 2011, the government is planning to make some changes to housing benefit, and to rents and tenancies for new lets. *Most of these things will not affect our existing tenants but there are housing benefit changes on the horizon which may affect you.*

These changes are still at the planning stage, so some details are not yet clear. You will find a short guide to the key points below, and we will keep you updated as things become clearer.

## Setting rents

For existing tenants, there will be **no change** to the way that we set our rents. However, the government wants to change the funding system for building new homes – providing less government subsidy but allowing housing associations to charge higher rents.

The higher rents would apply to the new homes and to some relets. This will affect new tenants and existing tenants who transfer to new homes, and may affect existing tenants who transfer to relets.

We are waiting for more information about how this system will work, before deciding whether we want to develop more new homes on this basis. We are keen to keep developing if we can, because so many people need homes. But it is also important that customers can afford the homes we build. We will let you know when we have worked out what we are going to do.

## Tenancies

For existing tenants, there will be **no change** to their tenancy. However, the government wants most tenants who move into new homes to be on fixed term tenancies.

Catalyst and the Catalyst Residents Federation have argued that housing associations should be able to make their own decisions about the types of tenancy they offer and we believe that the Government has accepted this.

This is very important because we want to be free to allow existing tenants to carry their current tenancy agreement to any home that they transfer to. Catalyst will develop its tenancy policy and we will update you about this as soon as we can.

**We will provide further information about these changes as more information becomes available. In the meantime, if you have any questions or concerns, please contact your Housing Officer.**

## Housing benefit caps

The government plans to cap the total amount of benefit that any family can receive at a maximum of £500 per week, including housing benefit. We don't think that this cap is fair or workable, and we have suggested that the benefit cap should be raised for larger families.

## Other changes to housing benefit

The government is also proposing some other housing benefit changes that **may affect some tenants**. For example, from April 2013 there will be housing benefit reductions for under occupiers (people living in properties that are larger than they need), and for people who have been on Job Seekers' Allowance for more than one year.

# 25 happy years

Evelyn Fox Court, our sheltered housing scheme in North Kensington, celebrated its 25th anniversary on 18 October 2010 with residents and our staff marking the occasion with a party and two birthday cakes.

Nigel Pacey, Head of Operations at KHT, and staff from the scheme presented flowers to two of the four residents who had lived in the scheme since it opened. The two residents who were not able to attend the event received their flowers later.

What amazed everyone was how 'lively' and 'young' the scheme seemed. Nigel Pacey said: 'It feels like Evelyn Fox Court has grown in character rather than years. I think it's the residents and the community spirit that keeps the scheme alive.'

First opened on 18 October 1985 by The Duke of Gloucester, Evelyn Fox Court is a sheltered scheme designed for elderly people to live independently but with the security of having on site support and an alarm system in the event of an emergency.

The scheme provides 35 self-contained flats, plus a communal laundryroom and bathroom. The ground floor has specially adapted accommodation for wheelchair users, plus the site has accommodation for a residential member of staff.



*Resident Mae Marven, who has lived at Evelyn Fox Court since it opened, celebrates the scheme's birthday*

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## Bringing **LA** gangs to streets of **London**

Over 50 local residents braved the snow in December to attend the screening of 'Crips and Bloods: Made in America' at the Venture Centre on Wornington Green. The screening helped raise awareness of the impact that gang violence can have on neighbourhoods and local people, by drawing on links to the notorious Crips and Bloods in Los Angeles (LA).

This was then followed by a debate where young people talked about gang culture in London and how it was similar to what they saw in the film. Many residents were actually surprised that something that was happening so far away bore many resemblances to what was happening at home.

The event was praised by many of those who attended, especially in terms of being informative and pro-active in tackling gang violence. One resident said: 'This made

me realise how common gangs are around the world. It's about time we take action against the problems which we know exist, so we can create a peaceful, cohesive community.'

The screening was organised by Catalyst Gateway's Pathways to Progress (P2P) team. P2P provides tailored support for 13 to 19-year-olds by helping them find new interests, develop their talents and fulfil their potential. P2P has developed a pool of mentors (adult volunteers) to engage young people who are experiencing social exclusion, and/or are at-risk of crime and anti-social behaviour.

**For more details or if you would like to become a mentor, please contact Andrew Togobo on 020 8964 6454.**

# Regeneration of Wornington Green goes live

We're pleased to let you know that the regeneration of Wornington Green is well and truly underway with the last resident in Munro Mews being re-homed in mid-December 2010. This means that in total 36 households have now been re-homed from Munro Mews and Wornington Road.

This follows the green light from the Royal Borough of Kensington and Chelsea's Planning Committee in November after we satisfied the key outstanding conditions relating to the design of the scheme.

With all the residents in Phase 1a of the regeneration having moved out, our construction partner, Mansell, took full possession of the site in early January. The first of the new homes will be ready for residents to move back into by spring 2012, and the first phase of the project will provide 174 affordable homes and 150 properties for sale.

A community arts project is currently underway on the estate. This involves local residents designing the art work for the hoardings which will surround the building site. Our plans for the estate also includes a controlled graffiti panel. This will ensure that the graffiti in the 'sunken pitch' can continue as it's well known and respected in the local area and across London.

Every existing tenant on the estate has been guaranteed a new home and we're currently working on a local lettings plan to match residents up to their new homes. This will ensure they can have a greater say in the design of their new homes. It's an exciting time for Wornington Green, and residents in the first phase of the redevelopment are looking forward to seeing their new homes being built and moving in to them!

For more details, visit [www.worningtongreen.net](http://www.worningtongreen.net)



## Mayor joins International Day celebrations

The Mayor of Kensington and Chelsea, Councillor James Husband joined residents to celebrate our multicultural community at an International Day in late November. The event was held in partnership with the Venture Centre and celebrated the many different nationalities of our residents.

The day included lots of activities which originated from a wide selection of countries, which helped everyone get involved and created a real community spirit.

Some younger residents enjoyed face painting, arts and crafts and head dress workshops, whilst others, including the Mayor, enjoyed playing steel drums.

The event received a thumbs-up up from everyone who came along. Resident Emine Bajgora said: 'The International Day was very entertaining, the food was very nice and we enjoyed seeing and talking to our neighbours. A great event overall and I hope to see these types of things more often.'

For more details on the events we host, contact Jules Goodridge on 020 8964 6429 or [jules.goodridge@chg.org.uk](mailto:jules.goodridge@chg.org.uk)

# Changing for the



We want to provide better services and better homes for our residents. To help us do this we're proposing to join KHT with the other housing associations in our parent company, Catalyst Housing Group.

As we join together, we will develop:

- A local board for Kensington and Chelsea, which will make decisions about local services
- A single customer services department, which is open for longer and on Saturdays
- A system that allows neighbourhood managers to work more with our communities
- Improvements to how residents access our services to ensure that we get it right at the first point of contact

We intend to keep a local office in Kensington and Chelsea and the area will have its own board. This should allow us to better tailor local services to meet local needs (see opposite to find out how we're developing local offers). If you'd like to put yourself forward to become a local board member, see page 10 for details on the ways you can get involved.

Your new landlord will be called Catalyst Housing Limited, and your rights and tenancies will remain unaffected.

This means you won't have to sign new tenancy agreements.

We have already written to some of you and will be writing to more of you in the coming months about signing new tenancy agreements so we can move your service charges from variable to fixed. This has nothing to do with the restructure but about reducing costs for you and clarifying tenant responsibility in regards to anti-social behaviour (see page 14 for more details).

Unrelated to our proposed restructure, the government has recently announced plans to make some changes to social housing tenancies and rents. These changes won't affect existing tenants but may affect new tenants and existing tenants who move to new homes.

We feel that some of these proposals are unfair. For example, they may make it harder for some residents to move home. That's why we've been working with other housing associations in London and our residents to feed in suggestions that we believe would make the proposals fairer. See page 2 for more details.

# e better

## Local offers for local people



*Finding out what your priorities are*

Since mid-December we've been formally consulting with you about our plans and also talked informally to some of you at the Annual Residents' Conference in November (page 8). Since then hundreds of you have given us your feedback, which we'll be using when devising plans to deliver services within one unified organisation.

The consultation will end on 31 January, and your feedback will be presented to our Board in February when we'll be given the final go-ahead. We will, of course, keep you updated on our progress.

**More details on these proposals are available on our website at [www.chg.org.uk](http://www.chg.org.uk)**

What are your priorities for the services you receive locally? Your feedback at the resident consultation workshops that took place in January helped answer this question and will allow us to tailor our services to local needs.

At the workshops we found out what you think of how we deal with reports of anti-social behaviour and manage your estates in terms of cleaning and grounds maintenance. From what you told us, we'll be putting together and publishing 'local offers' based around your key priorities. This will ensure we deliver the services that are most important to you in the way you want them to be delivered.

We've already set local offers for tenant involvement, customer care, and repairs and maintenance. For details on these, download the KHT Residents' Annual Report from our website at [www.chg.org.uk](http://www.chg.org.uk)

As part of our organisational restructure (see opposite), we're proposing to set up local boards which will monitor our services. But we want residents other than local board members to monitor how we are performing. Resident involvement will ensure that we're providing the right services, of the right quality and that those services are good value for money.

To get involved in monitoring and shaping our services, please contact Jules Goodridge on 020 8964 6429 or [jules.goodridge@chg.org.uk](mailto:jules.goodridge@chg.org.uk). You can also contact Jules or your housing officer if you were unable to attend the workshops and want to have your say.

# Annual Residents Conference 2010



Scores of local people turned out to the Residents Annual Conference we held in late November where they got the chance to hear about our organisational restructure.

Denise Clingham, one of our residents, chaired the conference and Manpreet Dillon, former Managing Director at KHT, presented our proposals on having one unified 'Catalyst' organisation and how residents will be affected. See page 6 for more details on our plans.

## Workshops

The organisational restructure formed the discussions that took place during the workshops we held and residents were asked their views on our proposals. Below is a summary of what you told us.

- A local office: you said that there is a definite need to continue to have a local office.
- The Resident involvement structure and local boards: there was a strong feeling that we should use a mixture of selection and election to choose residents for these boards.
- Repairs service: the message was loud and clear – you want us to improve the way in which we diagnose the repair and get it right first time.
- Enhancing your housing officer to a neighbourhood manager: you want us to ensure that the new neighbourhood managers don't have very big patches and want them to hold local surgeries.
- A single contact centre: you said that our staff should be better trained so they could answer at least 80% of all calls. When you call us, you want to be given a unique reference number, which would ensure that your initial query is never lost. Above all, you stressed that if we had better information, communication and telephony systems then this would improve the way in which we are able to deal with your queries.

We would like to thank you all for your comments. These will be fed into the overall consultation on our organisational restructure.

## Kensington Calling

Residents also got the opportunity to see 'Kensington Calling', a film we commissioned in 1930, which showed the conditions of our properties and some of our newer homes such as Crosfield House.

The film truly made an impact on those watching and everyone was amazed to see the difference in people's living conditions. Denise Clingham said: 'It's incredible to think that people lived in such poor quality properties, with so many people living in one house. KHT have come a long way since the making of the film.'



## Question and answer session

We also held a lively question and answer session with you putting your questions to our panel made up of Manpreet Dillon, Nigel Pacey (Head of Operations) and Paul Evans (Chair of KHT's Board).

Most of you wanted to know why we are restructuring. We feel that by having one organisation, we will be able to provide a better service and better homes for you. You will also be able to have more of a say in the services you receive, as we aim to increase resident involvement. See page 6 for more details on our plans.

You also wanted to know whether we'd still invest in our existing properties if all the member companies within the Catalyst Group joined together. Residents were happy to hear that we believe it's absolutely paramount that we maintain and invest in the homes we have, as well as building new ones.

Thank you to everyone who attended and gave their feedback. Special thanks to Denise for taking the time out to chair the event.



# You said, we will

As our regular readers will know, every issue of *Headlines* includes your feedback and what we're doing as a result to change, and hopefully improve our services based on your views. In this edition, we'll be letting you know how we'll be changing next year's Annual Residents Conference based on what you told us.

**You said:** The invites for the conference were confusing and you didn't really know what the theme of the conference was.

**We will:** Make it clearer what the theme of next year's conference is and also include an outline of the day when we advertise the conference.

**You said:** Even though 80% of you enjoyed the half a day you spent with us, the majority of you would have liked the conference to be longer.

**We will:** Change next year's conference so it is held for one full day rather than for half a day.

**You said:** You liked the format of the workshops, but felt that everyone should have been given the chance to express their views rather than just the people who talked the loudest.

**We will:** Ensure next year's workshop facilitators are briefed before the event so they ask all residents their opinions.

**You said:** It was a very nice touch to include the film and see how much things have changed.

**We will:** Include more films next year.

**You said:** By having senior management at the conference, you were able to talk to someone about your problems and how to solve them.

**We will:** Ensure that the conference is always attended by senior management.

**You said:** You wanted a longer question and answer session, so you could have the opportunity to ask more questions.

**We will:** Have a full-day conference next year, so we will be able to have a longer question and answer session.

## Prison visits: residents get wake-up call



Resident Emily Williams (top) reflects on her trip to the prison with our resident involvement officer Katerina Getsevich (bottom)

'I'll never do a bad thing again as I don't want to end up in prison'.

That's what Emily Williams, 16, said after visiting HMP Send Prison in December to find out what life is like behind bars. In the prison, Emily took part in exercises that made her think about her actions and their consequences as well as peer pressure. Emily has now pledged to change her ways and not hang around with people who encourage her to take part in 'bad' behaviour, and she's sticking to this.

The day after the trip, Emily's friend asked her to go along to a local shop to 'cause trouble and have fun'. The first thing that then came to Emily's mind was prison. 'If I do small bad things now, then they'll become big bad things and eventually bigger bad things. Someday I might end up in prison.'

Emily has now signed up to become a young representative for us, which involves speaking to other young residents about their future and the resident involvement activities we offer.

The trip was organised by Successful Futures, our young adults' forum for 16 to 25-year-olds, and is part of our drive to reduce anti-social behaviour in our communities.

**For more details on Successful Futures or the prison visits we're organising, please contact Katerina Getsevich on 020 8832 3204 or [katerina.getsevich@chg.org.uk](mailto:katerina.getsevich@chg.org.uk)**

## Ways to get involved

We're committed to placing residents at the heart of our decision making process. As the customer, you're in the best position to tell us what works well and where we can do better. By being responsive to your needs, we're able to continuously improve the services we provide.

We offer a range of resident involvement initiatives. Some activities take up a small amount of time, whilst others take up a larger amount of time. Below are just some of the ways in which you can get involved.

**Local boards:** as part of our restructure proposals (page 6) we'll be setting up a local board to serve the area of Kensington and Chelsea. The board will make decisions about local services and monitor how services are delivered in each area. Up to half the places on the boards will be reserved for residents, and we're currently looking for residents who would like to become local board members.

**Catalyst Residents Federation:** is an independent body of residents drawn from various residents' groups. It represents the needs of residents by scrutinising our services and making proposals for improvements to services which affect all residents.

**Residents' groups, associations and panels:** these independent formal groups work with us on issues of importance to local communities and make suggestions about local service improvements.

**Mystery shopping:** trained mystery shoppers actually investigate whether we do what we say we will. We are currently recruiting for new mystery shoppers, see page 15 for more information.

**Surveys and focus groups:** these include satisfaction surveys, focus groups and telephone surveys.

Visit our website at [www.chg.org.uk](http://www.chg.org.uk) for a full list of the resident involvement initiatives we offer. We also provide a range of training courses for our residents who get involved – see page 15 for more details

**If you'd like to get involved in any of the above, please contact Jules Goodridge on 020 8964 6429 or [getinvolved@chg.org.uk](mailto:getinvolved@chg.org.uk)**

# How we're performing



We're committed to delivering the best service we possibly can to residents and to help us measure this, we have a set of service standards.

The table on the right shows our latest performance against the service standards that we reported in the last issues of Headlines. We have also compared our performance in September 2010 and November 2010 to what we achieved two years ago.

## Responding to you

We've been answering more and more of your calls within our target time of 20 seconds. Over the last two years our performance has increased by 6% in September 2010 and by 8% in November 2010. However, we are below our target by 3%.

We've also been answering more of our letters within our target time of 10 days. Two years ago our performance in this area was 67%, and in September 2010 it increased to 78% whilst in November 2010 it was 73%. Again we are below our target in this area by 22%

## Repairs

In all areas of completing repairs within our target times, our performance has steadily increased over the past two years. But we are still slightly under our target in each area.

However, we are performing considerably better than other landlords. We are the second best, out of six, local landlords when completing repairs on time.

Our performance against other landlords across London is particularly impressive when it comes to completing emergency repairs, where we are the third best performing landlord in London.

## Rent

The amount of rent we collected over the past two years has improved and in September 2010 and November 2010 we were above our target. We're also very proud of the fact that we are the best local landlord when it comes to collecting rent and eleventh best in London.

Service standard	2008/09 performance	Performance at end of Sept 2010	Performance at end of Nov 2010	Target for 2010/11	Comparison with local* landlords**	Comparison across London landlords**
Calls answered within 20 seconds	84%	90%	<b>92%</b>	95%	No comparable results available	No comparable results available
Letters replied to within target time of 10 working days	67%	78% <sup>s</sup>	<b>73%</b>	95%	No comparable results available	No comparable results available
Emergency repairs completed within target of 1 day	87.9%	98.4%	<b>96.3%</b>	99%	2nd out of 6	3rd out of 17
Urgent repairs completed within target of 7 days	83.5%	95.7%	<b>94.9%</b>	95%	3rd out of 6	8th out of 23
Routine repairs completed within target of 31 days	95.6%	97.9%	<b>97.6%</b>	98	2nd out of 6	14th out of 22
Rent collected against amount due	100.2%	102.6%	<b>102.5%***</b>	101%***	1st out of 5	11th out of 22

\* The 'local' landlords we have compared ourselves with are Kensington and Chelsea TMO, City West Homes, Hammersmith and Fulham Homes, Brent Housing Partnership, Family Mosaic, Octavia Housing, and Peabody Trust.

\*\* These figures are based on the data available as at 17 December 2010.

## Inspection Action Plan update

We formally reviewed the progress we've made against the Inspection Action Plan in November, following on from the Audit Commission's inspection that was carried out in January 2010.

The Audit Commission's report on our performance contained 26 recommendations across the areas of:

- Improving the focus on customers
- Improving the approach to value for money
- Improving the approach to responsive repairs and gas servicing
- Improving the approach to resident involvement

From these 26 recommendations, the action plan developed 79 specific actions which, according to the timescales proposed by the Audit Commission, needed to be completed by 31 October 2010.

Of the 79 actions, by the end of October:

- 67 have been completed
- 10 are underway
- 2 remain at planning stage or have been deferred

In the inspection, the Audit Commission felt that resident involvement was not as strong as the other service areas, but the inspectors did recognise that a lot of work had gone into the early development of structures and systems. Since the inspection, we have increased the resources available for resident involvement to enable improvements to take place.

**A full update of the Inspection Action Plan is available on our website at [www.chg.org.uk](http://www.chg.org.uk)**

# New tenancy agreements

## What we're doing

We're introducing new tenancy agreements for both 'assured' and 'secure' tenants. This will involve moving to fixed service charges and clarifying tenant responsibility in terms of anti-social behaviour (ASB) amongst other things.

## Why we're doing it

In early 2010, residents took part in focus groups to discuss revising the terms of their tenancy agreements. These included discussions on moving to fixed service charges and ensuring residents are responsible for the ASB they cause. Therefore we decided to change your tenancy agreements based on what you told us.

## The benefits

When paying fixed service charges, you'll know exactly the amount you'd be paying for the whole year because the charge will be 'fixed'. This means there will be no surprise increases in your rent and also allow us to properly budget for our services.

By increasing residents' responsibility for ASB, we hope residents will work with us to ensure that our neighbourhoods are peaceful and safe places to live. We will take action against anyone who persistently causes ASB and makes other residents' lives a misery.

By implementing the new tenancies we're also reflecting good practice in the social housing sector, and taking into account the guidance and regulation from the Tenant Services Authority.

## What happens next

Our tenancy agreements have now been amended and we'll be sending you the updated versions, along with a letter explaining the changes. If you are an assured tenant, you'll need to sign and return one copy of the agreement. The process for moving to paying for fixed service charges is slightly different for secure tenants. The letter you receive will explain the process in detail.

## If you don't want to change

If you choose not to change, we'll have to charge you an additional management fee. This will cover our additional administrative costs as legislation requires variable service charges to be externally audited.

If you don't sign and return one copy of your tenancy agreement, we'll assume you don't want to change. This means we will have to charge you the additional administration costs associated with variable service charges.

## More information

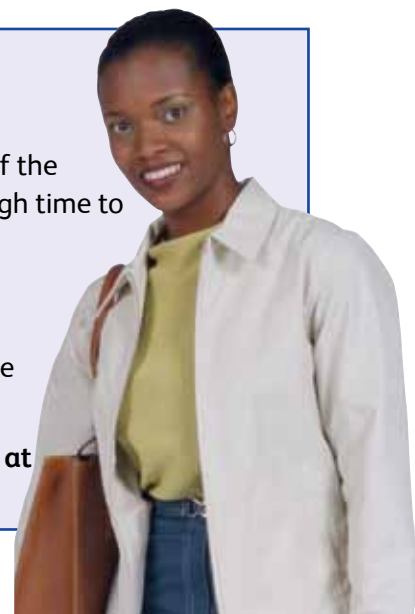
If there is anything you are unsure of, please speak to your housing officer. You can also call, write or visit our office (contact details on the back page).

## Your housing officer

The properties our housing officers cover have recently changed to reflect the size of the homes we cover. The new patch sizes will ensure that each housing officer has enough time to speak to our residents and effectively deal with their queries.

You can speak to your housing officer about a range of issues including anti-social behaviour, your rent, your tenancy agreement and what to do if you are in arrears. Housing officers are available to speak to you in our office and you can even arrange for them to visit you at your home.

**A list of the homes covered by each housing officer are available on our website at [www.chg.org.uk](http://www.chg.org.uk)**



# Become a mystery shopper

Want to help us improve the service we provide for you? Then mystery shopping, which involves you examining our services, is just right for you.

But before you can start 'shopping', you'll need some training. We will be holding training sessions on 4 and 18 March, but you will only need to attend one of these.

On the training you'll receive a £20 shopping voucher as a 'thank you' for taking part, assistance with child or dependent care costs as well as lunch and refreshments throughout the day.

**For more information on mystery shopping or if you would like to attend a training course, please contact Jules Goodridge on 020 8964 6429 or [getinvolved@chg.org.uk](mailto:getinvolved@chg.org.uk).**



## Get learning

Catalyst Gateway provides a range of training courses especially designed for you, our residents. Courses include:

- Chartered Institute of Housing Certificate in housing (level 2)
- The role of a resident housing inspector
- Board member skills
- Effective scrutiny within social housing
- Understanding the role of mystery shopping
- Developing customer service skills

By offering these courses we hope to improve your skills, knowledge and experience. All courses are free and if you complete three of them you'll receive an OCN Level 1 Progression Award as a resident regulator.

**Interested? Contact the Catalyst Gateway training and employment team on 020 8832 3377 or [luciana.buzak@chg.org.uk](mailto:luciana.buzak@chg.org.uk)**



If you need any part of this information in large print, Braille, on CD or explained in your own language please contact us the numbers below.

### Housing Officers

Deborah Banwo: 020 8964 6427

Lauriel Clement: 020 8964 6430

Funso Ijiti: 020 8964 6420

Charmaine Mullings: 020 8964 6423

### Housing Team Manager

Alex Addo: 020 8964 6428

### Housing Services Manager

John Grisley: 020 8964 6413

### Support Services Officer

Audra Brown: 020 8964 6417

### Maintenance Manager

Glenn Fry: 020 8964 6410

### Resident Involvement Officer

Jules Goodridge: 020 8964 6429

### Community Investment Team

Nick Whitty: 020 8964 6434

Ian Cann: 020 8964 6439

### Worlington Green Team

Patricia Poorman: 020 8964 6433

Sue Hannah: 020 8964 6448

Farah Ebrahim: 020 8964 6449

Cynthia Courtenay: 020 8964 6447

Yvonne Williams: 020 8964 6415

Abigail Hoskyn: 020 8964 6431

Mary Marshall: 020 8964 6447

### Emailing us

You can email any of our team at [firstname.surname@chg.org.uk](mailto:firstname.surname@chg.org.uk)

تمتلك هذه الوثيقة بالمعلومات اللازمة عن أخبار الإسكان والأحداث والأخبار المحلية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

本文档提供关于住房新闻、事件和当地信息方面的信息。如果您需要将这些信息的任何部分以大字印刷形式、盲文形式，或通过CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

આ દસ્તાવેજ ઘરના સમાચારો, પ્રસંગો અને સ્થાનિક માહિતી વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી શ્રેણી, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

यह दस्तावेज़ आवासीय खबरों, आयोजनों और स्थानीय सूचना के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Este documento proporciona-lhe informações sobre notícias sobre habitação, factos e informação local. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Niniejszy dokument zawiera nowości z rynku mieszkaniowego, informacje o wydarzeniach społecznych oraz doniesienia miejscowe. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹਾਊਸਿੰਗ ਖਬਰਾਂ, ਪ੍ਰੋਗਰਾਮਾਂ ਅਤੇ ਸਥਾਨਕ ਸੂਚਨਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਐਂਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Dokumentigan wuxuu ku saabsan yahay warka cusub oo guriyo, dhacdooyin iyo gobol ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

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## Office opening times

Monday to Friday, 9am to 5pm

You can call the customer services team on 020 8960 5544

### Maintenance or repairs

You can contact Mears:

8am to 5pm on 020 8960 5544

### Emergency out-of-hours

Call Mears after 5pm or all day at weekends on 020 8964 0148



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