



Regeneration gets green light

Wornington Green
granted planning
permission



Plus...

Works to your homes, page 3

Inspection outcome, page 5

Help us set our Local Offer, page 6

Welcome

to the spring issue
of *Headlines*



I'm delighted to announce that the Mayor of London has given approval for the regeneration of Wornington Green. This means that we can now move forward in creating new homes of the

right size to a modern standard. This will include homes that are wheelchair accessible and those which can be adapted as people's needs change.

We have also now got the Audit Commission's results for the inspection they carried out in January. Residents were sent a special newsletter on this in February and I would like to thank the 400 residents who sent us their views. We will use your views and suggestions as we continue to improve the services you receive.

Best wishes,

Manpreet Dillon
Managing director

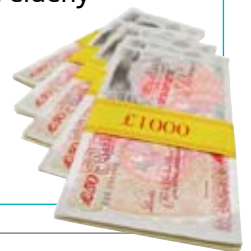
KHT's Community Fund update

The KHT Community Fund gives grants to organisations that run projects which benefit our residents and the wider community. Decisions to award grants are made by the fund's trustees, which includes KHT residents. In January 2010, we awarded a total of £39,000 to projects including:

- **Golborne Forum.** Funding for a street festival, and the production of newsletters and a website.
- **Open Age.** Support for a Positive Age Centre in North Kensington.
- **Al-Hasayina.** The production of a film and booklet on the experiences of migration for Moroccan women.
- **Groundwork London.** A new green play area on the Woodlane estate.

The closing date for new applications is 7 May and these will be considered in June by the fund's trustees. This time the trustees have decided to give priority to projects for young people, people with disabilities, the elderly and residents of the Wornington Green.

For more details, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk



You said, we did

1. You wanted more flexible appointment times for repairs.

We introduced four different time slots each day for appointments and have also introduced Saturday morning appointments on a trial basis.

2. You were not satisfied with the outcome of reported incidents of anti-social behaviour

We have started a comprehensive review of how we deal with anti-social behaviour.

3. You wanted us to develop new ways to involve residents.

We have started training residents as mystery shoppers of our services.

4. You wanted to see the repairs service further improved and new ways to involve residents in this.

We have set up a Repairs Forum, where residents examine the repairs service and suggest improvements.



UPDATE

The recent decision to regenerate the Wornington Green estate will present many training and employment opportunities for our residents. These will range from traditional construction apprenticeships to a whole range of activities from office administration to site management, to design and architecture.

We want these opportunities to benefit KHT residents including residents of Wornington Green. So if you would like to register or for more details, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk



Wornington Green gets go-ahead



Kensington staff sign a pledge to the residents of Wornington Green

Kensington and Chelsea Council granted planning permission for the proposed regeneration of the Wornington Green estate in March. This was after more than four years of consultation, discussions, resident involvement and planning.

Situated at the top end of Portobello Road, West London, the redevelopment of 538 1970's style residencies into community friendly and stylish homes will help turn the local area into a thriving community where people want to live, work and visit. The regeneration will also address the high level of overcrowding and lack of local employment opportunities across the estate.

This regeneration project will comprise five phases with the first phase beginning at the Munro Mews end. We have already started temporarily re-housing residents in this area and once their new homes are complete, they will be able to move into their brand-new homes!

Works to your homes

In the coming financial year, our group asset management team will oversee the investment of over £16.5 million in your homes. All works will start in April 2010 and run until March 2011.



The works will include fitting over 275 kitchens and bathrooms, and 400 new central heating boilers as well as rewiring 350 homes. We will also carry out cyclical maintenance on 1,000 homes that will include painting and minor repairs to windows and guttering. About 350 homes will have their existing windows replaced.

For residents affected by works to the interior of their home, we will send you an initial letter explaining that our contractors will be in touch to arrange an appointment. During the first appointment, the contractor will explain what works will be done and let you know if you can choose anything, such as colour of paint or type of worktop. Where work will be done to the outside of your home, we will send you a letter detailing the works, their start date and when we will be holding consultation meetings.

In all cases, the letter will give the names and telephone numbers of our staff who will be managing the works. You can then contact them if you have any queries.

Please note that not all of the works will be carried out in every home; the process will involve us or our contractor visiting you and then determining with you the scope of the works. Also in some cases, it may not be possible to complete the works by March 2011. Sometimes things may arise that take priority and this may mean some works are delayed. However, we will do our utmost to ensure that the works are complete on time and are of high quality.

Helping young people into work



Resident involvement officer
Katerina Getsevich

We've been offering local young people employment opportunities over the past few months through the government's Future Jobs Fund. The programme supports the creation of jobs for long term unemployed young people and others who face significant disadvantage in the labour market.

So far Catalyst Housing Group and its member companies have helped 20 people through this initiative. One of them is Katerina Getsevich, 22, who joined CCHA in January as a resident involvement officer. Katerina found herself unemployed after working for Ealing Council as a youth offending officer. She then saw an advert for this scheme and contacted us. Her time

with CCHA has involved consulting with residents to ensure they get a good service and she has used her previous experience of working with young people to set up a youth forum.

We are now sponsoring Katerina to do a one-year level 4 CIH in housing certificate, which she will start later on in the year. Katerina said: 'Doing this course will hopefully allow me to get a career in housing. I will be able to use my knowledge of working with young people to engage them in initiatives that Catalyst is doing.'

For more details, contact our training and employment team on 020 8832 3366.

Future training sessions:

Mystery shopping: 14 April or 9 June

The development of effective scrutiny: 12 April

Resident Inspector: 10 or 14 May

Board member skills: 18 May

Customer service: 9 July

CIH Certificate in Housing (level 2): 28 April to 21 July (12-week course)

New look, new feel, same website

Our new look website is now live. We've refreshed the design so the site looks more dynamic and we've also added some new content.

The new website should be easier for you to navigate around and find exactly what you are looking for. But don't worry, we'll still be offering the same online services including reporting repairs or anti-social behaviour, making suggestions or complaints.

Before launching the new website, we carried out extensive testing that involved our residents. The residents who tested the new site said they liked the look and feel of it and also found it clearer and easier to get to different sections.

Now that we've created a new website, the process doesn't stop there. Our website is a key part of our customer service to you. We want to keep improving the site so that it better meets your needs. That's why we would now we appreciate your feedback as to what you think of the new site. So have a look at www.chg.org.uk and send us your feedback through the online feedback form.

Complaining

We aim to provide excellent services to our customers at all times. But sometimes things can go wrong. When they do, we want you to tell us so we can make sure we don't make the same mistakes again.

You can complain to us in many ways: through our website, in writing, by calling us or by visiting us. The best way to complain is in writing, either by filling in an online complaints form or by writing us a letter. We'll then have your views in writing and we can get back to you with our resolution.

Once we receive your complaint in writing, we will respond to you in ten working days and take action according to our three complaints stages.

For more information on our complaints procedure, please download a copy of our complaints leaflet from our website at www.chg.org.uk

Gas safety inspections

Every year many people die and suffer serious effects from carbon monoxide poisoning caused by faulty gas fires, boilers, cookers and other gas appliances. It is our responsibility as your landlord to ensure that all gas appliances that we have installed are serviced and that a gas safety check is carried out every year.

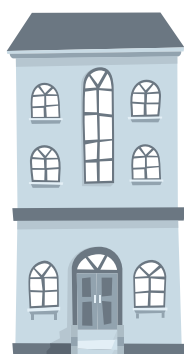
You must allow our engineer access into your home to carry out a gas inspection as part of your tenancy agreement. We will try to carry out the service visit at the same time each year. Before the inspection, our engineers will write to you to let you know the date and time of the inspection. If this is not convenient for you, you must let us know.

Remember that a gas safety inspection may save your life and the lives of your family and neighbours.

Home insurance

Your home is your castle and everything inside it, your jewels. We, as your landlord, will insure the structure of your home, but you are responsible for insuring the contents. That's why we strongly recommend you take out home-contents insurance. This will insure you against loss of personal belongings, as well as damage caused by fire, theft and water.

You can insure your belongings under a special household-contents insurance scheme available only to our tenants. This scheme is arranged with Royal and Sun Alliance Insurance plc and offers special rates to our residents. To find out more, pick up a leaflet from your local office or call the customer services team.



KHT goes from strength to strength

Audit Commission comments favourably on Kensington Housing Trust's services to its residents.



The Audit Commission inspected Kensington Housing Trust (KHT), part of the Catalyst Housing Group, in mid-January in regards to the services it provides for its residents and found that KHT is performing well in most areas. The inspection involved inspectors spending three days quizzing staff, talking to residents and looking at management information.

The inspection focused on the service areas of responsive repairs, gas servicing and resident involvement. It also included an assessment of how KHT is doing on the issues of access and customer care, diversity, and value for money within those services.

In their report, the inspectors highlighted many strengths at KHT in the inspected areas – especially in relation to responsive repairs, gas servicing, and equalities and diversity. They also provided some welcome feedback on how we can further improve our services.

KHT is now putting together an action plan based on the recommendations made by the Audit Commission. They are doing this by talking to their residents and involving them in drawing up this action plan to ensure it meets residents' expectations.

Details of the full report are available on the KHT website. It is also available on the Audit Commission website at www.audit-commission.gov.uk/housing

Help us set our Local Offer



In late 2008 the Tenant Services Authority (TSA) was created to regulate housing associations. It is the first time that a housing 'watch dog' has been set up to put residents at the heart of regulating their landlords. The TSA have spent the last year consulting residents on what their priorities are and then drafting the six 'standards' which housing associations have to meet.

The standards are:

- Tenant involvement and empowerment
- Home, including repairs and improvement works
- Tenancy, including allocations
- Neighbourhood and community, including anti-social behaviour
- Value for money
- Governance and financial viability

The TSA have set housing associations with the challenge of ensuring they have a Local Offer which meets the needs of their own residents, recognising that a one-size-fits-all approach will not always work when residents may live in different geographical areas, different types of homes and have different personal circumstances. This is a fantastic opportunity for Catalyst to work closely with our residents to help us identify our Local Offer and we want to make sure that as many of you as possible have the chance to give us your views.

To give you an example of what a Local Offer might be, let's look at grounds maintenance or the upkeep of communal garden areas. Residents living on an estate with lots of hedges might want a Local

Offer on how often these would be pruned and what they can expect to ensure the areas looked presentable. However, residents living in a block of flats that has no hedges or planting, might want a Local Offer which sets out how often weedkiller is sprayed to ensure the gravel looks presentable. These would be examples of Local Offers to meet local circumstances.

We will be consulting all of our residents later this year to find out priorities for Local Offers, which will then shape the way we deliver our services to you.

If you would like to get involved or find out more about please contact Hannah Weight on 020 8832 3467 or hannah.weight@chg.org.uk

Helping you keep your home

At Catalyst, we are not just about housing people and collecting rent. If any of our residents are having problems paying their mortgage, we want to help them so they will not lose their home.

One way in which we do this is through the government's £200m Mortgage Rescue scheme and so far we've helped some 50 families through this scheme. Mortgage Rescue is designed to prevent some of the most vulnerable families from losing their homes and experiencing the trauma of repossession.

One couple which this initiative has enabled to stay in their home is Mr and Mrs Smith from Newton Longville, Milton Keynes. The couple first contacted Aylesbury Council when they were having difficulty

with their mortgage and the council put them in touch with us. Our staff then told the couple about Mortgage Rescue and what it would involve. Mr and Mrs Smith then realised that this scheme would be perfect for them.

Mrs Smith said: 'Mortgage Rescue was the best thing that could have happened to us. Staff at Catalyst were very helpful and kept us fully informed throughout the process. The scheme has allowed us to keep our home so it really was the answer to our prayers.'

For more information on Mortgage Rescue, please call us on 0845 601 7729 or visit our website at www.catalysthomebuy.org.uk

Please note the names of the couple have been changed.

Tackling anti-social behaviour



In the last edition of *Headlines*, we told you about the action plan we will be devising to address the issues you told us we need to improve on in our residents' survey.

So in April, we will be starting a comprehensive review on how we deal with anti-social behaviour. This review will finish in July, when changes will be made to how we deal with anti-social behaviour.

If you would like to work with us on the review, contact John Grisley on 020 8964 6413 or john.grisley@chg.org.uk

Involving residents

We want to involve our residents in shaping the services we offer. So we've started involving residents in the following two ways:

- Resident Involvement Panel: this panel discusses how residents can give their opinions on our services, how we can ensure that our services meet our service standards as well as considering service improvements.
- Residents Repairs Forum: this forum meets with our reactive maintenance manager and provides vital feedback on our day-to-day repairs service. The forum will also be looking at planned maintenance and achieving the government's decent homes standard.



If you would like to get involved in the above, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk

Estate inspections

We encourage residents to take part in estate inspections with their housing officer and caretaking manager. This is a good way of checking the quality of the cleaning, caretaking and garden services around your homes.

If you would like to take part, please speak to your housing officer or contact Nick Whitty on 020 7964 6434 or nicholas.whitty@chg.org.uk

Responsive repairs appointments



Residents will now be able to book a responsive repair appointment during four different time slots each day. You can book an appointment with our maintenance team, during the following times:

- First appointment: 8am to 9am
- Morning appointment: 8am to 12 noon
- Afternoon appointment: 1pm to 5pm
- Last appointment: 3.30pm to 5pm

We have also started Saturday morning appointments on a trial basis, from 8am to 12 noon.

To book an appointment, please call us on 020 8960 5544.

Visiting you at home

We offer home visits to residents who wish to discuss any issues, such as anti-social behaviour or problems paying rent, with their housing officer.

So if you would like us to visit you at home, please call us on 020 8960 5544 and we will arrange a suitable time to visit you.



Contacting our staff

Housing Officers

Deborah Banwo: 020 8964 6427 or
deborah.banwo@chg.org.uk

Lauriel Clement: 020 8964 6420 or
lauriel.clement@chg.org.uk

Funso Ijiti: 020 8964 6420 or
funso.ijiti@chg.org.uk

Charmaine Mullings: 020 8964 6423
or charmaine.mullings@chg.org.uk

Housing Team Managers

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or chukwudi.akwani@chg.org.uk

Alex Bashir: 020 8964 6410
or alexandra.bashir@chg.org.uk

Housing Services Manager

John Grisley: 020 8964 6413
or john.grisley@chg.org.uk

Wornington Green Team

Robert Dawkins: 020 8964 6448 or
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Farah Ebrahim: 020 8964 6449
or farah.ebrahim@chg.org.uk

Gloria Neville: 020 8964 6447
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Yvonne Williams: 020 8964 6415
or yvonne.williamskht@chg.org.uk

Abigail Hoskyn: 020 8964 6431 or
abigail.hoskyn@chg.org.uk

Resident Involvement Team (Community Investment)

Nick Whitty: 020 8964 6434 or
nicholas.whitty@chg.org.uk

Robert Quaye: 020 8964 6433 or
robert.quaye@chg.org.uk

Ian Cann: 020 8964 6439 or
ian.cann@chg.org.uk

KHT Reactive Repairs Manager

Glenn Fry: 020 8964 6410 or
glenn.fry@chg.org.uk

Office opening times

Monday – Friday, 9am – 5pm

Customer Services (front desk)
Call 020 8960 5544

Maintenance or repairs - Contact Mears:

9am – 5pm at the office

8am – 5pm on 020 8960 5544

Emergency out-of-hours: 020 8964 0148



Kensington
Housing Trust

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