



Headlines

Kensington Housing Trust's magazine for residents

Summer 2011

You're hired

Become an apprentice

Plus...

We are changing, page 5

Local services from local boards, page 7

Swap your home for cash, page 10

Welcome to the summer issue of *Headlines*



I'd like to take this chance to say a quick 'hello' to KHT residents.

As you know, during 2011, KHT is gradually joining together with the other housing associations in Catalyst Housing Group. Under our new structure, I'm heading up the customer services department.

This means that you'll be seeing a lot more of me in this spot!

Some of you might already recognise me as I was managing director at KHT from 2002 – 2006. I'm looking forward to working with KHT residents again.

I'm also pleased to introduce Ian Williams as the chair of our new Kensington and Chelsea local board, which will oversee your local services. You can read an interview with Ian on page 7.

As we join together, you'll start seeing some changes. Our office has now moved two minutes down the road, and when you call us on 020 8960 5544 we'll now be answering the phone with 'Hello, Catalyst Housing.' You can find out more on page 5.

Please rest assured that these changes will not affect your tenancy, your rights or your rent.

Finally, this will be the last issue of *Headlines*. Don't worry we won't stop producing it. We're just choosing a new name – and we'd love to hear your suggestions. Please see page X for details.

Have a good summer!

Best wishes,

John Foxall

Director of customer services

Catalyst Housing's first chair

We are delighted to welcome on board Eurostar's Richard Brown as the new chair of Catalyst Housing, our new single organisation, which will be officially up and running by the end of September.

Richard moves across to the housing sector after more than 30 years' experience in transport, including eight years as Eurostar chief executive prior to becoming chair. He brings with him extensive chairing experience, along with a strong focus on employees, customers and change management.

Upon joining the team, Richard said: 'I am fortunate and delighted to be chairing a housing association that is in such good shape given the challenging



I am fortunate and delighted to be chairing a housing association that is in such good shape"

Richard Brown



environment in which we now work. I look forward to working with residents and resident board members to continuously improve our customer service.'

We would also like to thank the current chair of Catalyst Housing Group, Dame Mavis McDonald DCB, for her terrific leadership over the past six years.

Mavis, who has been a great champion for resident involvement, says: 'I have enjoyed my time immensely at Catalyst and I am proud it demonstrates the strength of housing associations – quality housing and services rooted in real engagement with residents.'

Say hello to David



David joins our resident involvement team

A big welcome to our new resident involvement officer, David Belic, who joins us from Stadium Housing. David previously worked as a resident engagement officer, so brings a wealth of experience working with residents and getting them involved.

In his new role, David will be supporting the new Kensington and Chelsea local board. He will focus on getting more residents involved so we can continue to improve our services.

David said: 'I'm looking forward to working with KHT residents, and making sure their voices are heard. It's important that we listen to our customers and shape our services around their needs.'

To speak to David about the resident involvement opportunities we offer, you can contact him on 020 8960 5544 or david.belic@chg.org.uk

Goodbye to our customer services committee

After more than 15 years, the customer services committee (CSC) is coming to an end as we move towards creating one company, Catalyst Housing.

A big thanks to Kate Pink (chair of the committee), Ben Kusi, Stephen Topham and Justin Joseph (all resident representatives) for the time they spent scrutinising our performance and helping us improve our services.

Kate said: 'It's been a challenging role and one that I have very much enjoyed doing. The management team at KHT have been a pleasure to work with, and have always been supportive even when they didn't agree with our suggestions.'

'I would urge other residents to get involved with whatever body replaces the CSC, since grumbling alone at home doesn't change anything. Our views do count and they do contribute to policy.'

To find out about the ways we encourage residents to get involved, please visit our website at www.chg.org.uk

Your views help us improve

Thanks to everyone who filled in the resident satisfaction surveys that we sent out in May. Your opinions count and help us identify key strengths and weaknesses. We can then focus on these areas to improve our services.

Snap Surveys, working on our behalf, sent out the surveys to a random selection of residents for which we were not responsible for choosing. If you didn't receive the survey, but would still like to give us your views, please fill in an online feedback form on our website at www.chg.org.uk. You can also fill in a suggestion form in your local office.

We will be publishing the results of the survey in the next issue of our residents' magazine, so watch this space!



We are changing

Kensington Housing Trust is part of Catalyst Housing Group



During 2011, KHT is gradually joining together with the other housing associations within Catalyst.

We are working hard to deliver better customer service, and this restructure will help us in improving further. When we consulted residents about these restructure plans, 76% of KHT residents were in favour.

As we join together, you will start to notice some changes. This is a summary of what to expect over the next few months.

Same rights

This restructure will have no effect on your tenancy, your rent or your rights.

New office

Our office has now moved to 370 Portobello Road – the blue Annex.

We have created a new private room in the Annex, so that you can come in and speak to us in confidence, without worrying about other people hearing.

You can come and see us Monday to Friday, from 9am to 5pm.

Same logo – but new name

By winter 2011, we will be called Catalyst Housing. Our signs, letterheads and leaflets will also gradually change to reflect our new name.

Same phone number – but new greeting

You can continue to contact our customer services team by calling the usual number, 020 8960 5544, Monday to Friday from 9am to 5pm.

But from July this team will be based at our Ealing office, and we'll be answering the phone with 'Hello, Catalyst Housing', instead of 'Hello, Kensington Housing Trust'.

For out of office emergencies, after 5pm and all day on weekends, please continue to contact Mears on 020 8964 0148.

More information

You can find more information about these changes in the next issue of Headlines and on our website at www.chg.org.uk

If you have any questions, please call us on 020 8940 5544 or email anyquestions@chg.org.uk. We will be very happy to help you.

Contacting us

By telephone: 020 8940 5544
(Monday to Friday, from 9am to 5pm)

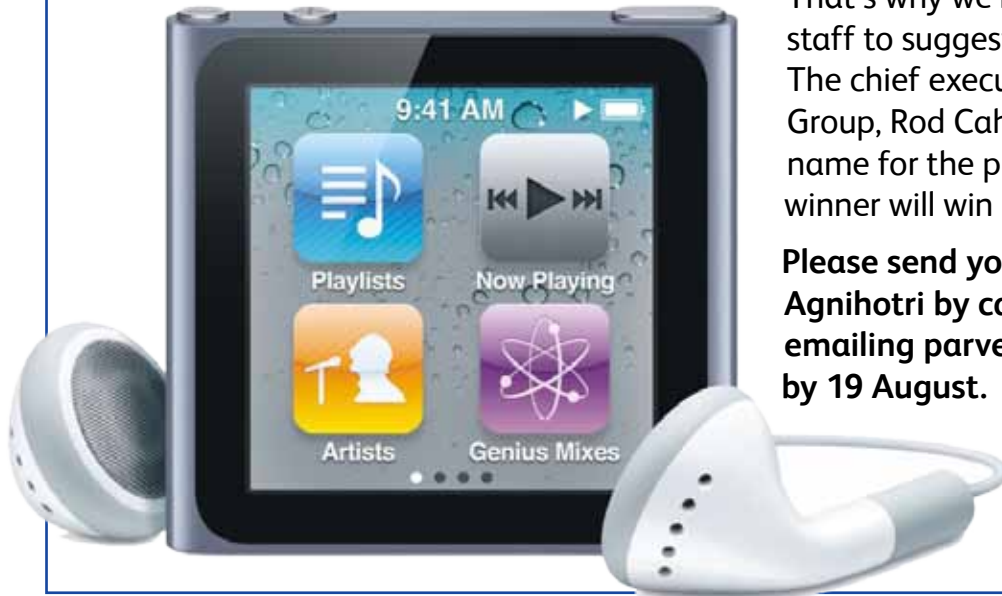
Through email:
kht.enquiries@chg.org.uk

Visiting us: 370 Portobello Road,
Kensington, London W10 5XZ
(Monday to Friday, from 9am to 5pm)

Writing to us: 354 Portobello Road,
Kensington, London W10 5XZ (the
address of our former office)

A new name for *Headlines*

With the changes in our organisational structure, the curtains close for *Headlines*. But don't worry we won't stop producing it, we're just renaming it and we want your help.



That's why we're asking our residents and staff to suggest a new name for *Headlines*. The chief executive of Catalyst Housing Group, Rod Cahill, will then pick a new name for the publication and the lucky winner will win an iPod nano worth £131.

Please send your suggestions to Parveen Agnihotri by calling 020 8832 3167 or emailing parveen.agnihotri@chg.org.uk by 19 August.

Pay your rent as usual

Our finance department is working hard to ensure that you can still pay your rent and/service charge in a range of ways once we become Catalyst Housing.

In the meantime, please continue to make payments the way you normally do. We are doing our best to make sure that the change to Catalyst Housing is smooth for you.

If there are any changes to your current payment method, we will let you know.

If you are having problems paying your rent and want to speak to someone about this, please contact your neighbourhood manager on **020 8960 5544**



Local boards, local services, local people



After an extensive recruitment process, we are happy to announce that we have recruited local residents to our new local boards.

Residents on the Kensington and Chelsea local board are Stephen Topham, Karina Skinner, Denise Clingham and Victoria Brignell.

Local boards will take over responsibility for monitoring local services from October. By this time we will have completed

our organisational change and become Catalyst Housing. We will be providing more information about the new local boards in our next issue.

You can read our interview with Ian Williams, chair of the Kensington and Chelsea local board, below.

Ian Williams, chair of the Kensington and Chelsea local board

Ian started out as a teacher but has been working in finance and housing for the last 25 years.

He is a Fellow of the Chartered Institute of Housing, and also immediate past chair of its London branch. He is currently chair of the Catalyst Communities Housing Association board, our sister company, and managing director of a private consulting company.

Ian says he will bring a 'warm heart' to the Kensington and Chelsea board as having been a social housing tenant, he can certainly see things from a resident's perspective.

Listening to people and their needs, and then taking responsive action to satisfy them within the resources available is fundamental



Residents will now have more control.

On my watch, they will be setting the agenda and Catalyst will be taking action to meet their needs more consistently

Ian Williams

to Ian. 'You shouldn't promise people the earth and then give them peanuts. By actively working with residents, we should jointly agree what should be delivered and then deliver it.'

The role of chair is one that Ian is very excited about since it will give him the chance to concentrate on the needs of residents. 'This is a brand new opportunity to do things differently. For the first time,

we will all be able to strip away the bureaucracy and actively support residents to set the housing agenda within their community.'

Ian firmly believes that the changes happening within our organisation will help us to improve housing services to our customers. 'The local boards will have the voice to say what needs to change and the power to ensure that what is agreed gets done.'



Designer playground



Before...



...After

The transformed play area at Ruth House and Pollack House after getting a makeover

Children at Ruth House and Pollock House, North Kensington, now have a new playground and garden.

With some creative input from local residents, and a generous £45,000 grant from the Royal Borough of Kensington and Chelsea, we've transformed the old play area.

Residents helped to plan and design the site, choosing everything from the paints to the picnic table.

To make sure we got it right, we brought in some real experts – children. They told us that basket swings were a firm favourite, so we got one!

Youth project is pride of London!

Our youth mentoring programme, Pathways 2 Progress (P2P), has won the top London award at the National Housing Federation's What We Are Proud Of Awards 2011.

P2P helps teenagers to find new interests, develop their talents and fulfil their potential. So far, it has supported more than 600 young people.

David Orr, chief executive of the National Housing Federation, described the project as 'outstanding.' Having been voted the pride of London, P2P will now compete with the other regional winners for the national prize.

To take part in P2P, please contact Andrew Togobo on 020 8964 6454 or andrew.togobo@chg.org.uk



P2P team celebrate becoming the pride of London

The apprentice: you're hired!

Be savvy like Lord Sugar – launch your career with an apprenticeship!

Catalyst Gateway, our charitable arm, is offering year-long apprenticeships in youth work, business administration and construction. You can also gain formal NVQ qualifications during the placement.

Apprenticeship placements can often lead to qualifications and career development opportunities – as 21-year-old Prince Bizongo Moulemuo knows well.

Prince did an apprenticeship with us last year. He started at Fortunegate as a customer services assistant in August 2010, and found his feet as the first point of contact for anyone visiting our office on Church Road.

Prince says: I had never worked in housing before and thought it

would be challenging, but after just a week I loved it. I felt as though I had found the missing piece of my puzzle.'

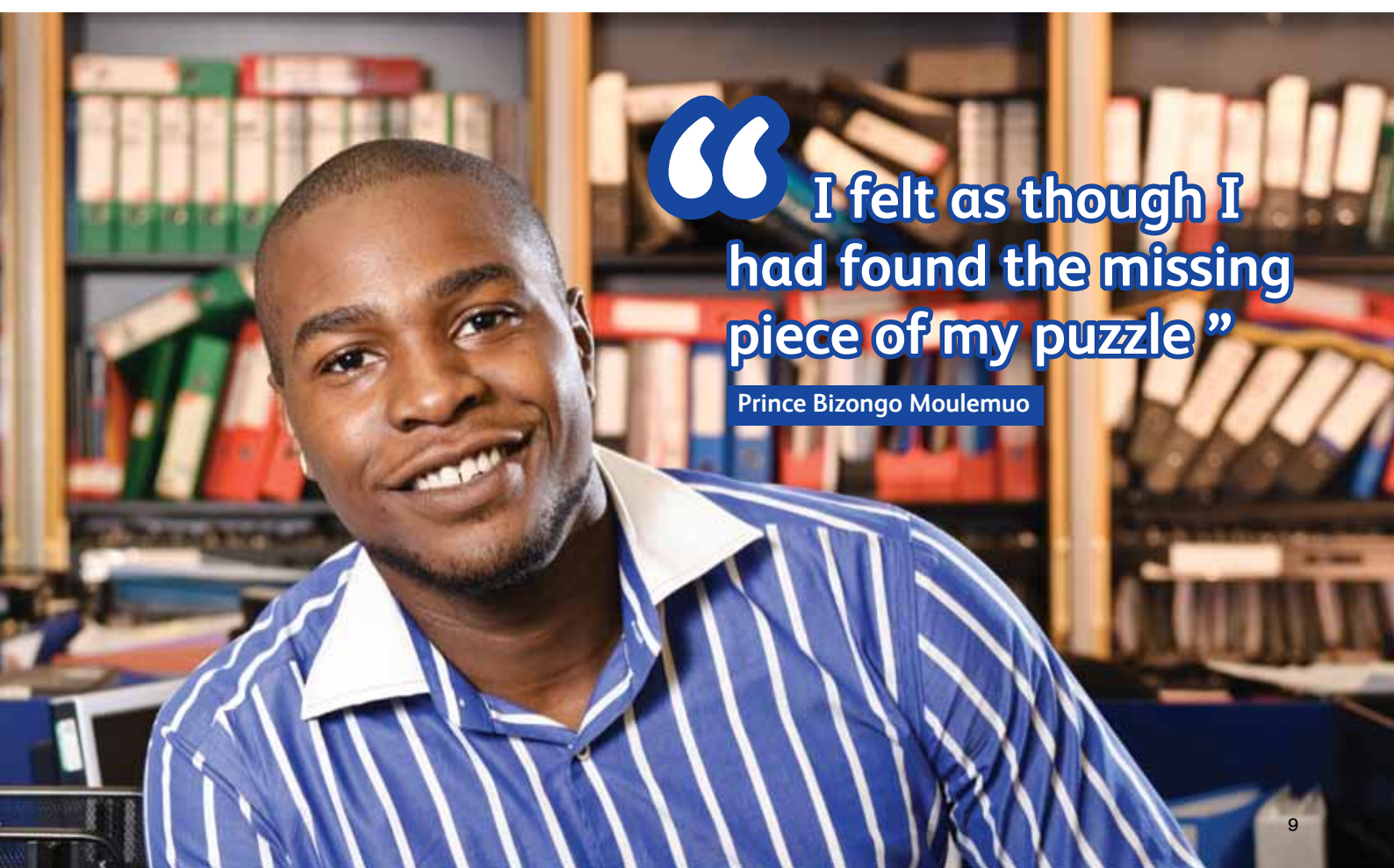
Whilst working in the role Prince built up a real rapport with residents, so much so that they would specifically ask to talk to him if they had a problem.

He says: 'It felt good to know that I was making a real difference and residents were leaving happier after they had spoken to me. Building these relationships with customers made it all worthwhile.'

When his apprenticeship ended, we kept Prince on. He now works as a property services administrator, where he gets the chance to work on the multi-million pound regeneration of Wornington Green.

'I look forward to taking on more responsibility. I'm a quick learner and eager to help our residents get the best service possible. It was, after all, seeing residents happy that made me fall in love with my job in the first place.'

Interested in becoming an apprentice? Then contact Amanda Leeuwkerke on enquiries@catalystgateway.org.uk or 020 8832 3377



“ I felt as though I had found the missing piece of my puzzle ”

Prince Bizongo Moulemuo

Fun in the sun

With the sun shining and summer holidays here, it's a great time to go out and enjoy yourselves. But please remember to consider your neighbours when having fun. Anti-social behaviour can ruin lives and make areas feel unsafe.

Below are some useful tips that will ensure everyone has a fun summer:

- Don't play on the street, go to a local park or play facilities instead
- Don't play loud music, especially after 11pm – it's not fair to disturb people who are trying to sleep
- Being rowdy or noisy and hanging out in the street can intimidate people
- Respect people's private space, and don't go onto their property without their permission
- Regular parties can annoy your neighbours, so please tell them if you will be having one



If your neighbour is annoying you, it's better to speak to them about the problem so you can sort it out informally. If the problem persists, we can help you come to an agreement or take action if necessary. Please contact us by calling **020 8960 5544** or through our website: www.chg.org.uk

Home swap for cash incentive

Is your home getting too big for you? Have your kids moved out and do you have spare bedrooms?

Then why not swap your home for a smaller one and receive up to £20,500.

The benefits of downsizing your home;

- We will offer you £5,000 for every bedroom you give up (up to a maximum of four bedrooms)
- You will receive an extra £500 to cover cost of moving
- If you are moving to a property which has a higher rent, we will reduce the rent by £7 a week for every bedroom you give up

If you are interested in moving to a smaller home, or would like some more information, please contact us on 020 8940 5544.



The true cost of illegal subletting

Some people may think they can make some extra money by subletting their home. But a recent Panorama special on illegal subletting revealed that this can be more trouble than it's worth.

Housing fraud investigators took to the streets of Kensington and Chelsea, and exposed one landlord as a tenant of a housing association.

The rogue landlord found himself in court and lumbered with the cost of paying thousands of pounds in backdated benefit to his landlord, the housing association, and the council. He also lost his home in the process!

To combat illegal subletting, we regularly check tenancies, ask for identification and inspect properties. Illegal subletting deprives families on the housing list in genuine need of homes.

With many residents living in overcrowded homes and needing to move for their health, we need your help to catch the fraudsters who are cashing in at the expense of others.

If you suspect someone is illegally subletting, please report this anonymously by calling **020 8940 5544**

Buy a home from us

If you thought it was impossible to get a foot on the property ladder, think again.

Shared ownership lets you purchase a home on a part buy, part rent basis.

You can normally purchase a share between 25% and 75% of the full market value. You will then be charged a discounted rent on the remaining share.

Interested? Call 0845 601 7729, email newbuild@chg.org.uk or visit www.catalysthomebuy.co.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.

Neighbourhood managers

Doris Hassan: 020 8964 6419

Rocquel Allen: 020 8964 6420

Mathew Foster: 020 8964 6406

Charmaine Mullings: 020 8964 6423

Area manager

Audley Philips: 020 8964 6413

Support Services Officer

Audra Brown: 020 8964 6417

Maintenance Manager

Nick Collins: 020 8964 6407

Resident Involvement Officer

David Belic: 020 8960 5544

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

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

تمتلك هذه الوثيقة بالمعلومات اللازمة عن أخبار الإسكان والأحداث والأخبار المحلية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً 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。

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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 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 ਖ਼ਬਰਾਂ, 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



Kensington
Housing Trust

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General enquiries:

020 8960 5544

Monday to Friday from 9am to 5pm