



Meet the neighbours

Harrow Road residents get to know each other

Plus...

Ways to get involved, [page 6](#)

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Welcome...

...to the autumn issue
of *Headlines*

I'm pleased to report that our performance against some of our service standards has improved between June and August (*pages 10 and 11*). We completed 100 per cent of emergency repairs within one day in August. This is a great achievement for my team and I'd like to thank them for their hard work.



To help us improve further, we want you to get involved. That's why we've developed three levels of involvement depending on how much time you have (*page 6*).

Your feedback is important to us and we take on board what you say. As a result of what you told us we applied to the KHT Community Fund for grants that have provided training opportunities for residents (*page 4*), we'll be supporting Harrow Road residents to form a residents' association (*page 5*) and improved the way in which we run meetings (*page 9*).

Best wishes,

Manpreet Dillon
Managing Director

Annual Residents' Conference

The next Annual Residents' Conference will be held on **Saturday 20 November** at The London Lighthouse, Lancaster Road, North Kensington.

Last year we saw over 40 residents coming along to our annual conference and this year we hope to see more of you. The broad theme will be around how we continue to improve services and support residents in this time of economic uncertainty.

We'll be sending out invitations soon, but you can reserve your place now by contacting Jules Goodridge on **020 8964 6429** or jules.goodridge@chg.org.uk

You can also contact Jules if you want to be involved in finalising and delivering the conference.

Say hello to Grace

For those of you who've visited our office, you've probably already met Grace Thompson. She works as a Customer Services Officer, and can often be found behind the front desk in reception. Grace has been working for us for nearly 10 years and, to mark her dedication, we asked her a few questions.

What does your role involve?

I'm on the front desk so it's my job to meet and greet visitors, and answer the telephone. I'm the first point of contact for residents

and help them with various queries from repairs to nuisance neighbours. I have to be very patient. I have a lot of empathy for residents and try to help them find an answer to their queries.

What will you be doing over the next few weeks?

I'll be undertaking some training to ensure that the customer service I provide is the best it can be.

I'll also be volunteering at some of KHT's events and recently volunteered at the Harrow Road event. I enjoy helping out at events. The more I get to know and interact with residents, the more I am able to help them when solving problems over the phone.

Do you like working here?

I love my job! The team is friendly and dedicated. It's more than just earning a wage – it makes me feel good to know that I'm giving back to society.



Grace Thompson

Community Open Day success

Over a hundred residents turned out to the Wornington Green Community Open Day in August. Activities on offer included face painting, henna designs, crafts workshops and many prize draws. Wornington Green residents also got the chance to meet other KHT residents.

On the day we showcased the latest designs for the new development and KHT residents were able to sign up for 'taster' sessions in construction.

This event is part of our ongoing community engagement and consultation with residents on the redevelopment of Wornington Green.

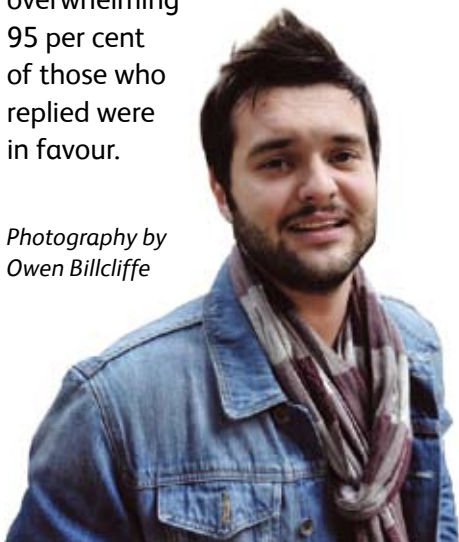


Our younger residents learn how to make bracelets

Lights, camera, action

Filming took place throughout September on Wornington Green for the forthcoming movie, *AnUVAHOOD*. Before production could start, we asked residents of the estate whether they wanted the filming to go ahead and an overwhelming 95 per cent of those who replied were in favour.

Photography by Owen Billcliffe



This initiative also opened up volunteering opportunities for local people to be part of the junior crew or star in the film as an 'extra'.

Arturo Tuncaydin is one lucky Wornington Green resident who's been able to work on the set of the film as a 'runner' for the production crew. This was an ideal opportunity for Arturo, as he's currently studying film and TV broadcasting at Kingston University.

You can read the full interview the September/October edition of Wornington Green News available at www.worningtongreen.net

Wornington Green update

We'll soon start work on building new homes on the estate, so below is a short summary of what's been going on.

- Mansell, our construction partner, will be hoarding the site area before beginning the demolition of the existing properties in Wornington Road and Munro Mews which form Phase 1A. There are only a few households remaining to move and we're working with them to find alternative suitable accommodation.

- The Royal Borough of Kensington and Chelsea's Planning and Development Committee is scheduled to meet on Tuesday 23 November regarding the design conditions of the new homes.

- Our design and housing services teams will be examining a number of design issues over the coming months including waste management, storage areas and cycle sheds.

- The Decent Homes programme for 2010/11 is ahead of programme. Out of the 105 properties in the programme, 67 have been completed, ten required no work work and ten households declined to have work undertaken. This means there are only 18 remaining.



Catalyst Gateway

KHT runs a wide range of community development projects that offer local residents opportunities for greater choice, prosperity and independence. You can read about some of these below and on page 7.

We're part of Catalyst Housing Group, along with two other housing associations and all three already work closely together and share many policies and procedures. In the future we plan to work even more closely together, to provide a better and more cost-effective service. We've decided to bring together all the group's community development staff into one team.

This team will become a separate charitable trust called Catalyst Gateway.

The change will make it easier for us to get funding for community development projects, so that we can do more of them. At the moment there is less government money available, which means there's a lot of competition for it. It's easier for one charitable trust to access funding than it is for a collection of local projects run by different housing associations.



This change won't make any difference to your local community development projects or local staff. It just means that from now on our training, regeneration, health and wellbeing projects, as well as those for families and children, will be known as Catalyst Gateway projects, rather than KHT projects. It also means that more of these schemes will be open to all Catalyst Housing Group residents.

We are keen to hear what you think of these changes. If you have any comments please contact Ian Cann on 020 8964 6439 or ian.cann@chg.org.uk

Funding provides training

Grants from the KHT Community Fund have enabled our community investment team to set up two training opportunities for KHT residents which began in September.

18 residents started the 12-week Catalyst Gateway Get Learning, part of Catalyst Gateway, course that gives participants a formal qualification accredited by the Chartered Institute of Housing. The level of interest for the course was so high that we plan to hold another one very soon!

12 residents signed up for some taster courses in plumbing, plastering, bricklaying and painting and decorating that we're organising in partnership with Kensington and Chelsea College. The courses are also a chance to

study and obtain a Construction Skills Certification Scheme (CSCS) Card, which is required for anyone wanting to work on a building site.

The KHT Community Fund awards grants to local community organisations in North Kensington and projects set up to help KHT residents. There are two rounds of funding awards each year – the

closing date for the next one is Friday 9 December.

If you have a suggestion for a project that might help residents or are a member of a community group that needs financial support, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk



Everybody needs good neighbours

Residents of Harrow Road got to know their neighbours at a 'meet and greet' event in September.

Some of the fun activities residents could take part in included face painting, henna tattooing, popcorn making as well as competitions. This was all accompanied by Caribbean food which went down a treat and entertainment from a balloon artist.

The KHT management team were also on hand to speak to residents and answer their queries. Where the team couldn't answer something straight away, they promised they or someone in their team would get back to them.

The event was also a great opportunity to tell people about the resident involvement initiatives we offer and get them involved.

This helped us identify that some residents of Harrow Road wanted to be involved in estate inspections and form a residents' association. We'll now be supporting them in these activities.

To find out more about the resident involvement activities we offer, see page 6 or visit our website at www.chg.org.uk



A 'menu of choice': ways to get involved

We've recently been looking at the way in which you can be involved and this has given us a chance to launch a new Menu of Choice. Many of you don't have lots of time to commit to resident involvement activities, so we've developed three levels that you can choose from depending on how much time you have. The three different levels are **occasional**, **regular** and **intensive**.

Level	Opportunities available	Interested?
<p>Occasional: if you don't have much time and just want to be involved sometimes.</p>	<ul style="list-style-type: none"> ■ The Resident Consultation Group ■ Estate walkabouts ■ Focus groups ■ Conferences and one-off events 	<p>Anyone can get involved in any of these. All you need to do is call us and we'll tell you what's currently available.</p>
<p>Regular: if you have the time to commit on a regular basis.</p>	<ul style="list-style-type: none"> ■ Service improvement panels on resident involvement, repairs and anti-social behaviour ■ Mystery shopping ■ The Communications Panel that reviews <i>Headlines</i> and our website ■ Residents' groups 	<p>We won't ask you to commit straight away. You'll firstly get the chance to come along and observe the activity you're interested in. This will help you decide whether it's right for you. If you decide it is, we'll give you all the assistance you need to help get you started.</p>
<p>Intensive: if you've tried the above and still want to get involved further.</p>	<ul style="list-style-type: none"> ■ Customer Services Committee ■ Resident board membership ■ Trustees of KHT's Community Fund ■ The Group Residents' Federation 	<p>You don't have to be involved in regular activities to get involved at a greater level, although it may assist you in getting some experience.</p> <p>However, you'll have to go through a nomination or election process. Any vacancies at this level would be advertised in <i>Headlines</i> or you will receive a letter inviting you to nominate yourself.</p>

To support you to get involved we'll pay for child care or carer costs and travel costs including providing taxis to and from meetings. We'll also provide translation services and offer various times and venues for meetings.

The new Menu of Choice will be available soon. You can visit the main office for a copy or download one from our website at www.chg.org.uk

We're committed to involving residents in helping us to improve our services and the way we manage them. As the customer, you're in the best position to tell us how we can improve and give us ideas how to do this.

So if you'd like to get involved, contact Jules Goodridge on 020 8964 6429 or jules.goodridge@chg.org.uk

Denise gets involved

'By being involved I get to see what's going on and how KHT are improving things for residents.'

That's one of the reasons why Denise Clingham has been getting involved at KHT. She first got to know about the resident involvement activities we offer when she went to our Annual Residents' Conference last year, and she's never looked back since.

Denise is part of the Resident Involvement Panel and Repairs Panel as well as various focus groups. She used to work in local government in the asset management section, which amongst other things, involved working on building projects.

Denise wanted to put this knowledge to good use after retiring. 'I know it takes effort to get involved, but it's worthwhile when you find an area where you can be useful.'

Our community investment team has supported Denise whilst she's been getting involved. 'The team always ensure that I have all the relevant information and are always on hand when I have any questions'

'By being involved I get to see what's going on and how KHT are improving things for residents.'



Denise has recently applied to become a KHT Community Fund trustee, attended the TPAS Conference (see page 9) and has been undertaking various training courses we've organised, including one on mystery shopping.

Getting involved has also given Denise the chance to meet other KHT residents and make friends.

Boot camp for young people

Henfold, Surrey was the location for the latest Pathways 2 Progress (P2P) expedition, where 21 young people slugged it out for three days at an army style 'boot camp'.

Led by army drill-sergeants, participants had to run cross-country through muddy waters, join in demanding team building exercises, sleep under canvas and even contend with a night-time ambush!

The course pushed a number of people to their limits, but also allowed them to discover their inner strength and some new talents. P2P youth engagement practitioner, 'Tugs' said: 'Some struggled at first but eventually they learned to work well as a team, developing strategies to overcome problems and with some showing real leadership

potential – but really, they couldn't wait to get back to their comfortable beds!'

P2P, part of Catalyst Gateway, provides tailored support and mentoring for young people aged 13-19 to help them find new interests, develop their talents and fulfil their potential.

You can follow the latest on P2P at www.facebook.com/pathwaystoprogress or www.myspace.com/pathwaystoprogress

To speak to a P2P team member, contact Andrew 'Tugs' Togobo on **020 8964 6454** or andrew.togobo@chg.org.uk



Young people push themselves to their limits at boot camp

You said, we did

You want to see the KHT Community Fund used more to develop projects that benefit KHT residents.

The KHT Community Fund recently awarded funding to our community investment team to deliver a Chartered Institute of Housing training course for 18 residents and a taster course on construction skills for another 12 (page 4).

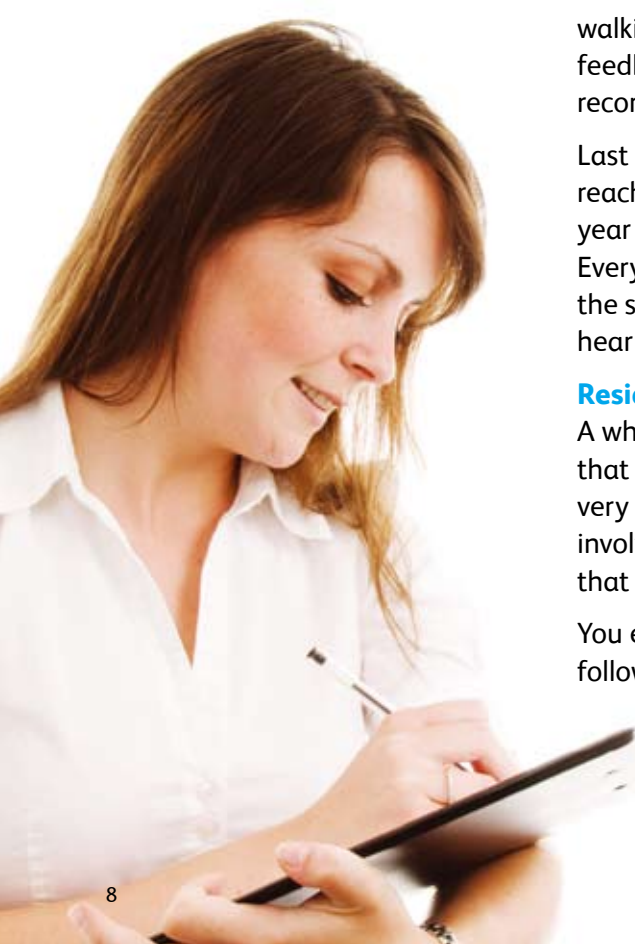
You want to know why we collect your personal details when we ask you to complete surveys.

We've now added text to all surveys explaining how we use your personal details. Essentially it helps us to check that we're getting the views of all our customers regardless of their background. We can then put in place measures to tailor our services to meet specific individual needs.

We should make it clearer how residents can progress through the resident involvement structure and what its benefits are.

We're just about to launch a new 'Menu of Choice' which explains how you can be involved and what we do to encourage involvement (see page 6).

BIG results from BIG Conversation



KHT staff donned their walking shoes in July to get your feedback on our services, with a record-breaking response.

Last year the Big Conversation reached 186 residents and this year the number shot up to 226. Every single staff member took to the streets, knocking on doors to hear what customers had to say.

Resident involvement

A whopping 88.6% of you said that you are either satisfied or very satisfied with the resident involvement opportunities that we offer.

You expressed an interest in the following resident involvement

activities Resident Involvement Panel (14), Anti-social behaviour Panel (20), Repairs Panel (28), mystery shopping (27) and the Residents Consultation Group (35).

Number of residents who were interested is in brackets.

Your views taken on board

Most of you, 78.8%, felt that you are either satisfied or very satisfied with the way in which we take your views into account.

Contacting us

A massive 90.7% of you contact us by calling or visiting our office. This clearly shows that, letter, email and home visits are your least used contact methods.

We'd like to thank all of you who took the time to speak with us.

TPAS Conference

Three residents – Denise Clingham, Karina Skinner and Coral Gonsalves – headed to the Tenant Participation Advisory Service (TPAS) Conference in July and the theme for 2010 was ‘A new dawn in tenant empowerment’.

The participants got the chance to attend seven workshops on various issues including: the local offer, customer profiling and best practice in tenant involvement.

As you can see from their feedback on the right, the conference made a positive impact on those who went along. So, we’ll be encouraging other residents to attend next year.

‘It was so good to meet like minded residents who also want to be involved and get the best for other tenants.’ **Denise Clingham**

‘...after arriving and settling in to our room, we went to the opening ceremony. Everybody was so friendly.’ **Karina Skinner**

‘We were all a little nervous and didn’t really know what to expect. I’ve learnt a lot from this experience and think that other residents should be encouraged to attend.’ **Coral Gonsalves**

Making meetings better

We really value the time residents take to come to our meetings. Through your input we’re better able to understand what you expect as a customer and the things we need to do to improve our services.

To ensure that our meetings are interesting for you and well organised, we now ask residents a few questions after each meeting. These include how useful you found the meeting, whether it was the right length and how we could make future meetings better.

Your feedback so far has highlighted some very interesting things. You told us that you’d like to have enough time to discuss everything on the agenda and you don’t like it when one or two people dominate the discussion.

So from now on, we’ll ensure the agenda is not too long and that everyone has a chance to contribute equally.

We are listening



Our performance

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 current performance against the service standards that we reported on in the last issue of *Headlines*. We've compared our performance at the end of June 2010 and August 2010, with how we performed last year.

Responding to you

The amount of calls we answered within 20 seconds in August has slightly gone down, by 3%, from June and we're 6% below our target for 2010/11.

However, we've been responding to your letters much quicker. We responded to 93% of all letters in August within 10 working days. This is an improvement of a whopping 17% since June and we're only 2% off our target for 2010/11.

Repairs

Our performance for completing repairs within target has steadily improved over the last year.

In August our performance was nearly 100% for completing all types of repairs within target time. This means that most of the repairs you reported were completed on time.

When comparing ourselves to local landlords, we're in the top three for all types of repairs. We narrowly missed the top spot for completing routine repairs within target.

We're also in the top 15 for completing all types of repairs when comparing our performance against landlords across London.

Rent

The amount of rent we collected in June compared to August has gone up by 2%, and we're just 1.8% off our target for the coming year. We're also the fourth best performing local landlord and number 15 in London.



Service standard	2009/10 performance	Performance at end of June 2010	Performance at end of August 2010	Target for 2010/11	Comparison with local* landlords** at end of June 2010	Comparison across London landlords** at end of June 2010
Calls answered within 20 seconds	94%	91%	89%	95%	No comparable results available	No comparable results available
Letters replied to within target time of 10 working days	96%	76%	93%	95%	No comparable results available	No comparable results available
Emergency repairs completed within target of 1 day	99.2%	98.3%	100%	99%	3rd out of 7	14th out of 29
Urgent repairs completed within target of 7 days	97.1	96.7%	99.1%	95%	3rd out of 7	15th out of 29
Routine repairs completed within target of 31 days	98.5%	98	99.7	98	2nd out of 7	13th out of 30
Rent collected against amount due	99.9%	97.2%	99.2%***	101%***	4th out of 5	15th out of 21

* The 'local' landlords we have compared against 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 16 September 2010.

*** As at week ending 08 August 2010

Residents' benchmarking focus group feedback

To help us scrutinise our key performance indicators (KPIs) we set up a residents' benchmark focus group which examines whether the KPIs we provide are relevant to residents.

Residents at the first focus group meeting in July indicated that repairs response times are the most important indicators to them. These are included in our performance report on this page.

Resident satisfaction measures across all service areas came out as the second priority. We'll now be looking more closely at how we should monitor and report on these measures at future meetings.

To help us benchmark our performance against other landlords, members of the focus group will be meeting Octavia Housing and Care residents to discuss what performance indicators they see as priorities. We'll then be developing resident led benchmarking with the organisation.

For more information on the residents' benchmarking focus group or to join, please contact Jules Goodridge on 020 8964 6429 or jules.goodridge@chg.org.uk

Improvements to your homes

Each year we undertake a programme of planned improvements to your homes to ensure that they are kept up to a good standard and to reduce the amount of repairs we need to do. These works fall into five main categories: cyclical, lifts, kitchens and bathrooms, rewiring and heating systems.

The programme this year is progressing well and below is an update on the works we have done so far and what remains to be done.

Completed

Cyclical and major works

So far this year, we've completed cyclical and major works affecting 114 properties with 32 remaining to do.

The remaining properties are at:

- Calderon Place
- Cowper Terrace
- St Marks Road

Lifts

We've refurbished two lifts at Westfield Close.

We plan to refurbish one other lift at Faraday Road.

In progress

Kitchens and bathrooms

We'll be installing 231 new kitchens and bathrooms in 2010/11 and have completed 96 of these. The properties that we'll be completing shortly are located in:

- Hedgeway Court
- Kilburn Lane
- Ladbroke Grove
- Lancaster Road
- Latimer Road
- Old Oak Common Lane
- Princess Alice House
- Sirdar Road
- Snarsgate Street
- St Charles Square
- St Helens Gdns
- St Quintin Ave
- Murchison House
- Norman Bulter House
- Olive Blythe House
- Paul House
- Rendle House
- Wells House

Rewiring

We'll be rewiring 222 homes in 2010/11 and have completed 139. The remaining properties are at:

- Hedgeway Court
- Kilburn Lane
- Cambridge Gdns
- Twisaday House
- Chesterton Road
- St Lawrence Terrace
- Ladbroke Grove
- Lancaster Road
- Latimer Road
- Old Oak Common Lane
- Princess Alice House
- St Charles Square
- St Helens Gdns
- St Quintin Ave
- Murchison House
- Norman Bulter House
- Olive Blythe House
- Paul House
- Rendle House
- Wells House

New heating systems

We'll be fitting new heating systems in 163 homes and of these 113 have been done. We'll now be installing these at the following properties:

- Bloemfontein Road
- Brading Terrace
- Kilburn Lane
- Ladbroke Grove
- Old Oak Common Lane
- Oxford Gdns
- Pepler House
- Shrewsbury Street
- St Marks Road
- St Charles Square
- Murchison House
- Norman Bulter House
- Olive Blythe House

Figures correct as of 13 September 2010

Dealing with condensation

Moisture is produced in all homes by breathing, cooking and washing. However, there's a limit to the amount of water vapour the air can hold. When there is too much, it turns to liquid and forms as droplets of water which is known as condensation.

All homes suffer from condensation from time to time, but severe condensation is common in cold weather and older homes. The most effective way of reducing condensation is through changing your lifestyle by taking the steps below.

Reducing humidity

You should localise activities that produce a lot of water vapour. This can be done by closing kitchen and bathroom doors, drying clothes outdoors, venting tumble dryers to

the outside and avoiding heating that produces a lot of water.

Removing humid air

The key here is good ventilation near the source. So when cooking or after a bath you should open a window or use an extractor fan, never draught-proof a room so there is no air circulation, move furniture away from exterior walls, leave internal cellar doors ajar and consider using a dehumidifier.

Keep moisture in the air

Condensation will occur when water vapour in the air is cooled. You can prevent this by raising the room temperature and keep the heating on for longer periods at a lower temperature. You should also seal the gaps between floor boards or lay a thick underlay.



Value for Money explained

Value for Money (VFM) is an important issue for everyone and we take it into account in our everyday lives.

So for example, when we do our weekly shopping we'll have to choose from a range of products offering different levels of quality

and varying prices. We then have to decide whether to buy economy products that cost less or perhaps branded products that cost more but are better quality.

This is the basic principal of value for money – the balance between cost and quality.

The three themes of VFM are:

- **Economy:** how much we pay for our goods and services.
- **Efficiency:** how well we use the goods and services we buy.
- **Effectiveness:** measures the outcome for our customers.

We've introduced three service improvement panels – resident involvement, repairs and anti-social behaviour – which will be looking at how we balance the cost and the quality of the services you receive.

If you're interested in being involved in any of these and helping us improve the delivery of our services, contact Jules Goodridge on **020 8964 6429** or jules.goodridge@chg.org.uk



Policy reviews

Most of what we do is governed by policies and procedures, which we generally review every three years. Many of the services we provide are regulated by housing bodies and other regulations, and our policies must reflect these rules. So for example our policy for processing mutual exchanges is controlled by the Housing Act, and our rents and service charges are very heavily controlled by central government policy.

When examining feedback from residents, including complaints, sometimes we may have to review a certain policy sooner. We also look at what other landlords are doing, where they have problems or where they're doing exceptionally well. This might mean that we also start thinking about reviewing our policies and procedures.

Our policy review programme for up to April 2011 is set out below:

Anti-social behaviour: this started in May 2010 and we'll be piloting recommendations for change in October 2010 (page 15).

Rechargeable repairs: we recently updated this policy so it includes how we'll recover the cost of deliberate or accidental damage we have to repair when a tenant moves out (page 15),

We're also carrying out reviews of the service areas inspected by the Audit Commission in January 2010 using an improvement process known as a Lean Systems, which aims to make the service more effective and efficient.

Gas servicing: the review is already underway and due to complete by October 2010.

Repairs service: this is scheduled to start in February 2011. This follows a Group Residents'



Federation (GRF) meeting in July where residents placed repairs/maintenance as their top priority in relation to value for money.

Resident involvement: the review is due to take place between October 2010 and March 2011. This follows the GRF meeting highlighted above where residents told us that resident involvement was their second highest priority.

We're currently in the process of compiling a timetable of policy

reviews for the coming years and will include of this in future editions of *Headlines*. By giving you dates of these in advance, we hope that more of you will get involved in helping us improve our services.

Please note that most of our policies are available in reception or online at www.chg.org.uk

If you'd like to get involved in any of these reviews, contact Jules Goodridge 020 8964 6429 or jules.goodridge@chg.org.uk

Who pays for the damage?

It's a fact of life that damage occurs in residents' homes from time to time. Our maintenance contractor, Mears, is then called to carry out a repair.

Most of the time these repairs are the responsibility of your landlord, KHT, and we set aside an amount from your rent each year to pay for them. You can find a list of the things we and you are responsible for in your tenancy agreement, the residents' handbook and on our website at www.chg.org.uk

Sometimes, the damage is caused by a resident either deliberately or by not taking enough care of the property or fittings. We may then have to carry out a repair that is not our responsibility because there is a risk to your health and safety.



In these cases, it's not fair that money from rents is used to pay for repairs. It's only right that the person who caused the damage, or who allowed it to happen, pays for it. These types of repairs are called 'rechargeable repairs'.

We're now taking a much stricter approach to charging residents where rechargeable repairs occur. This is partly because feedback from residents highlighted that you want us to charge people for the damage they cause.

When you call to report a repair and we think that it's rechargeable, we'll let you know. You'll then be given the option of getting the repair done yourself as long as it's done to an acceptable standard.

If we carry out a repair that we think is rechargeable, we'll tell you and let you know how much it costs. You'll then have to pay us this amount. To account for this we'll set up a sub-account in your name to record the amount due and the amount paid by you.

If you would like to know more about our rechargeable repairs policy or comment on it, please contact Glenn Fry on 020 8964 6410 or glenn.fry@chg.org.uk

ASB: please make it stop!

We've just completed a review of how we handle anti-social behaviour (ASB) across the member companies within Catalyst Housing Group, our parent company. This looked at the type and frequency of ASB reports we receive, how we respond to them and what we can do to improve. The review was the result of feedback from you which highlighted that you found it difficult to get hold of the right person and when you did, they weren't always able to help you.

Some clear actions came out of the review, which will improve our ability to work with you to deal with ASB. These include:

- Making sure that there is a duty officer system in each office.

So if a resident's housing officer is not there, a skilled officer is available to take your call.

- Introducing a standard form to ensure that whoever takes a report of ASB will always collect the information we need.
- Not relying on written communication with the alleged perpetrator as that can delay the process.
- Having a clear, standardised process for closing cases, so that everyone knows what is happening.
- Giving housing officers better guidance on how to deal with ASB. We will revise and improve our ASB Toolkit.



Work on these actions is starting in October, and we'll be monitoring what effect the actions have on our ability to deal with ASB effectively and on your satisfaction with the service.

The new ASB Panel will also be monitoring the effect of the changes as well as helping us to review our ASB Policy.

If you would like to be part of this panel, please contact Jules Goodridge on 020 8964 6429 or jules.goodridge@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 Managers

Alex Addo: 020 8964 6428

Alex Bashir: 020 8964 6419

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 Team

Nick Whitty: 020 8964 6434

Ian Cann: 020 8964 6439

Jules Goodridge: 020 8964 6429

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

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 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, ઓડિયો 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, ਓਡੀਓ 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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