

**2016 RESIDENT BOARD MEMBER  
ELECTION SUPPLEMENT INSIDE**

**BEHIND THE SCENES  
WITH OUR PROPERTY TEAM**

SUMMER 2016 | ISSUE 62



**Unit**



# Contents

## Regulars

- 3

**From back in time**  
We look at the history of one of our estates or buildings.



- 4

**Home Ownership**  
The TMO has 2,604 leaseholders. This page covers important issues from Dan Wood's team.

- 12

**News**  
What's new from around the TMO since the last *Link*.

- 22

**My Job**  
Getting inside the role of the Stable Way Site Manager.



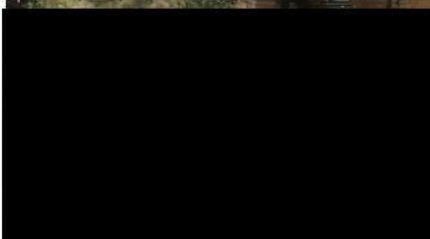
- 24

**An afternoon with Robert Speak**  
A TMO senior surveyor out and about.



- 35

**Party time**  
Good times out on the TMO party scene.



- 37

**Membership**  
Resident engagement: we meet Nadia Charradi of Notting Hill. There's also an application form.



## Features

- 14

**Cover story**  
Behind the scenes with our property team.



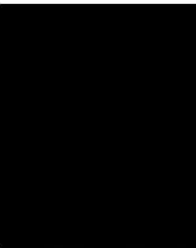
- 30

**Residents' corner**  
Colin Cherrie and a poem by Basil Hasan.

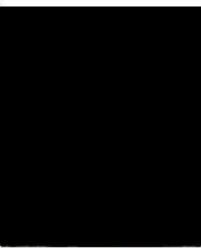


Front cover: North Kensington's Grenfell Tower has been transformed following a major £10m refurbishment. Funded by the Council as part of a wider £67m investment of the area, the wide ranging improvements include the installation of insulated exterior cladding, new double glazed windows and a new communal heating system. All of this will greatly enhance the energy efficiency of the tower and help reduce residents' living costs. There is also an impressive new foyer. Nine much needed new homes were also developed from unused spaces in the building.

Published by KCTMO's Communications Department



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# From back in time... to the present day

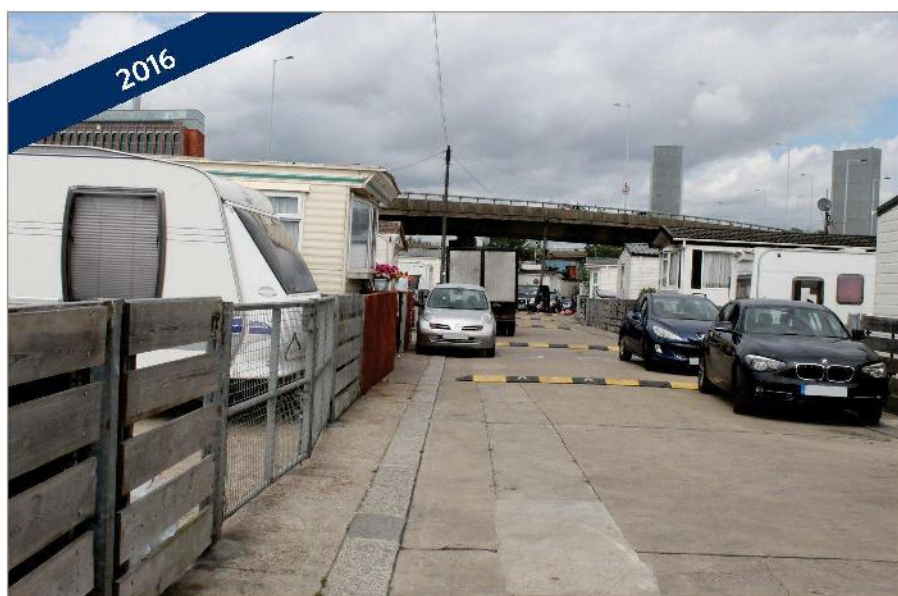
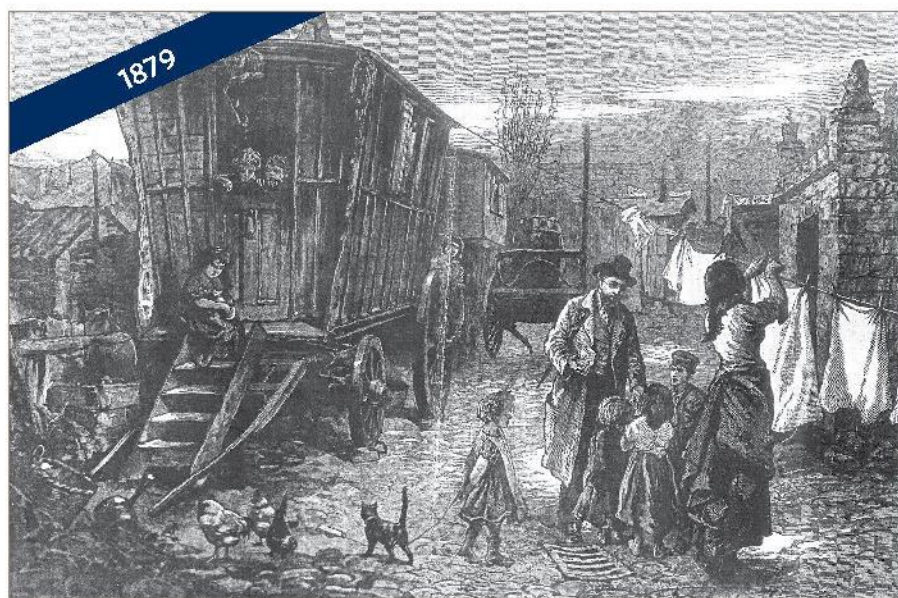
## Stable Way, Notting Dale

Stable Way, which is off Latimer Road in Notting Dale, has been popular with Gypsies and Travellers for centuries. In 1974 the land, encircled by motorways and train lines, was established as an authorised Travellers' site and is where a number of Irish Traveller families now permanently call home. Their caravans, immaculately clean and ornately decorated, line the pavement in two neat parallel rows beneath the elevated A40 Westway and the West Cross Route.

Irish Travellers are descendants of the Irish peasants dispossessed by Cromwell's Irish military campaigns and the potato famine of 1840. They established themselves in Britain, often working as tin smelters, horse knackers and rag-and-bone men.

By as early as 1861, 40 or 50 families had already established themselves in Latimer Road, described as a "curious spectacle within an hour's walk of the Royal palaces". The area was then known as the Kensington or Notting Hill Potteries. Today Stable Way is the only official stopping place in west London for the Irish Traveller community.

The site opened in April 1974, a consequence of a 1968 Act of Parliament obliging all local authorities in England and Wales to provide such sites. It was originally in the Borough of Hammersmith & Fulham,



but following a parliamentary boundary change in 1995 it's now in the Royal Borough, on land leased by the Council from Transport for London. The TMO currently has the contract to run it on behalf of both councils.

Recently the site was officially renamed Stable Way, although many still refer to it as the Westway Travellers' Site. The aim of this name change is to

help remove some of the stigma and discrimination associated with the inclusion of the word 'travellers' in the site's address.

The residents have many links to the community, sending their children to local schools, using local churches and community facilities and working in the area.





# Home Ownership

## Service charge final accounts are out in September

In September you will receive your service charge final account summary for the last financial year (2015-16). Enclosed with these accounts you'll find a glossary explaining the services you received.

The accounts will set out the reconciliation between your estimated costs and the actual costs for the year, resulting in a debit or credit, depending upon where you live and the services that you receive.

The final account should be self-explanatory but should you require any further information once you have received these accounts you can contact us.

You may have queries that you feel would best be discussed in person, so we will also be holding two drop-in sessions to offer you the opportunity to discuss your final accounts.

These will be held at:

1. 10am-4.30pm on 26 October at the World's End Estate Office, Blantyre Street, London SW10 0DS.
2. 10am-4.30pm on 27 October at Network Hub, Unit A, 292 Kensal Road, London W10 5BE.

If these times are not convenient for you, please contact your home ownership officer to arrange an alternative appointment.

## Service charge final account documentation

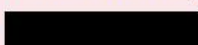
We're seeing a trend across the sector towards invoicing at the contract level. What this means is that there is a move away from invoices being issued on a per job basis, which has historically been the case.

It's becoming standard practice now for contractors to issue larger bulk invoices along with separate supporting details that break the invoices down by service and location. In some cases homeowners who request invoices when the final accounts are issued may receive these contract level invoices. They will include costs for your building or estate along with other locations.

This is a move away from the traditional paper invoice and will provide greater transparency.

### Further information

Home Ownership



homeownership@kctmo.org.uk



# ***ARE YOU A MEDIA JUNKIE?***

Do you like good writing and design?

Are you interested in photography?

Are you keen on social media?

Have you ever helped create a website?

Do you read a lot of magazines?

**If any of these apply to you, then you're for us!**

We're forming a new Resident Communications Reading Group to help with our media projects and we need enthusiastic residents to join it.

Contact:

Pete Griffiths



@ pgriffiths@kctmo.org.uk

Andrew Francis



@ andfrancis@kctmo.org.uk

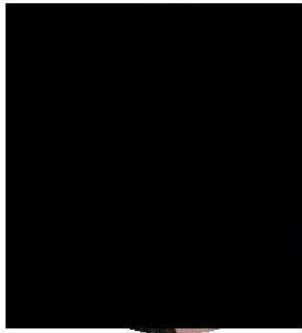
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# Universal Credit

by **Rosemary Sawyer**  
**Welfare Reform Officer**



The rollout of Universal Credit throughout the borough continues this summer. On 27 July full service went live at Hammersmith Jobcentre Plus. This means that anyone living in the postcode W14 8... who needs to make

a new claim for one of the benefits listed below, or is already a claimant and has a significant change in their circumstances, will need to make a claim for Universal Credit instead.

Universal Credit is replacing the following benefits with one single payment made directly to claimants each month: Income Support; income-based Jobseeker's Allowance; income-based Employment and Support Allowance; Child Tax Credit; Working Tax Credit and Housing Benefit.

All jobcentres serving residents of Kensington and Chelsea now take new claims for Universal Credit for single people looking for work instead of paying them Jobseeker's Allowance.

Fulham Jobcentre Plus (serving all TMO postcodes that begin with SW) will also transition to the full service in December 2016. Kensington Jobcentre Plus (serving all TMO postcodes that begin with W) will follow in 2017-18. Existing claimants without a change in their circumstances will be invited to make a Universal Credit claim from January 2018.

## Further information

North of the borough - **Audrey Giscombe**



South of the borough and the Lancaster West Estate - **Rosemary Sawyer**



## Benefit cap

Starting this autumn there will be a lower overall limit on the total amount of certain benefits for claimants. This benefit cap will only affect those receiving Housing Benefit or Universal Credit.

The benefit cap is:

- £296.35 per week (£15,410 a year) for single people
- £442.31 per week (£23,000 a year) for households with more than one person.

Claimants are exempt from the benefit cap if they, their partner or any children living with them, receive any of the following benefits:

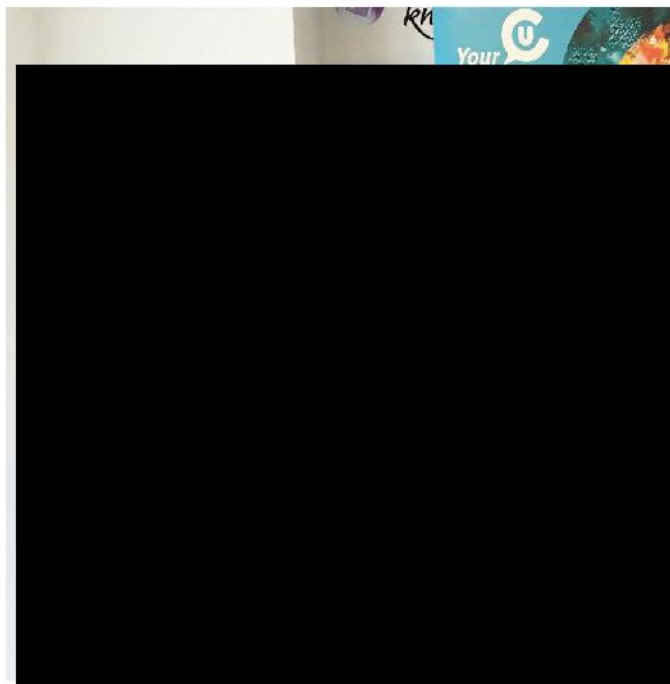
- ▶ Attendance Allowance
- ▶ Working Tax Credit
- ▶ Carer's Allowance
- ▶ Disability Living Allowance
- ▶ Guardian's Allowance
- ▶ Industrial Injuries Benefits (and the equivalent payments as part of a war disablement pension or the Armed Forces Compensation Scheme)
- ▶ Personal Independence Payment
- ▶ The support group amount of Employment and Support Allowance
- ▶ War Widow's or War Widower's Pension
- ▶ War pensions
- ▶ Armed Forces Compensation Scheme
- ▶ Armed Forces Independent Payment.

Claimants are also exempt from the cap if they work for more than 16 hours per week as a single parent or more than 24 hours per week as a couple with children and are therefore eligible to claim Working Tax Credits.

The Department for Work and Pensions and Housing Benefits will write to claimants if they will be affected by the cap.



# Your Credit Union



## Your Credit Union signs up Lady Borwick

Kensington MP Victoria Borwick visited Your Credit Union's headquarters in Kensington High Street recently to open a savings account. Your Credit Union CEO William Rhodes said: "We're delighted that Victoria Borwick has taken an interest in our work in Kensington. Saving with a union means that we can offer people who are in need of an affordable loan, or people who need to consolidate their debts, somewhere to turn. It also provides more affluent clients with the opportunity to invest their money to the benefit of the local community, while giving them a decent financial return."

## Paying off loans the easy way

There's now a smart alternative to paying off your short term loans if you receive government benefits and struggle to access affordable credit. Your Credit Union will help you borrow against the regular benefit payments you receive in the form of a loan.

It's a bit like people having their salary income paid to the credit union except in this case the money comes from benefits instead. The arrangement works by instructing the benefit provider to send payments directly to the credit union. This is then used to pay off the loan.

Essentially we lend you money and save you the hassle of remembering to pay us and we then make sure your loan is paid on time.

The service is proving very popular at the moment and we are starting to get people who are receiving a variety of government benefits joining us and applying for loans. In recent months, clients have taken out loans using benefits such as Child Benefit,

Working Tax Credit, Disability Living Allowance and Carer's Allowance.

An added benefit is that this arrangement may even help improve your credit score. That's because it shows that you're able to effectively manage your debt, since repayments from benefits are guaranteed to be exactly on time. It's possible for your credit rating being tipped from 'fair' to 'good' or 'poor' to 'fair'.

Our clients are finding that their loans are paid back quite quickly and once the loan comes to an end, it's easy for them to get another and continue to commit their benefit income.

### Further information

Your Credit Union



[www.yourcu.co.uk](http://www.yourcu.co.uk)



@creditunionyour



# Residents' Conference

## It's conference time again!

The highlight of the annual calendar sees the residents' conference taking place next month, Saturday 17 September. It's returning to the five star Royal Garden Hotel on Kensington High Street, where we've been made to feel so welcome for the past two years.

Organiser Janet Edwards, Head of Resident Engagement, and her conference planning team (which includes residents Maria Escudero, a Board member, and Soucila Sudama) have been busy for months ensuring that everything goes to plan.

Janet told Link: "The conference has a proven track record of helping residents know and understand the TMO better, both as an organisation and its individual staff.

"After each year's conference we carefully take on board all the feedback we get. For instance, this year it will nearly all take place on one floor only in order to make getting around it easier. There will be two new workshops – one on recycling and one giving specific information about TMO directorates. Also, the annual general meeting, which is for members only, will take place at 9.30am rather than its previous 4.30pm slot. The conference itself starts later at 10.45am," she said.

Council Leader Nick Paget-Brown and his deputy, Rock Feilding-Mellen, will be there to take questions. The keynote speaker will be Jonathon Read of Your Credit Union, talking about borrowing and saving.

To reserve your place and lunch:  
Conference information line



## Advertisement



### Annual general meeting

The annual general meeting will be taking place on Saturday 17 September 2016 at the Royal Garden Hotel, 2-24 Kensington High Street, London W8 4PT. The AGM will start at 9.30am, taking place before the residents' conference which will run throughout the rest of the day. All members will receive an invite and papers will be sent closer to the time.

If you would like to get involved in the 2016 elections or AGM 2016 but are not a member, please complete the membership application form at the back of this edition of *Link*.

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## Advertisement



9am Registration  
9.30am - 10.40am AGM  
Open to TMO members only

**Residents**  
10am Registration  
10.45am - 4.30pm

## Chief Executive and directors' Q&A

## Home Ownership Q&A

## The TMO: what we do

## RBKC Q&amp;A

## Quiz

## Zumba

**Supervised  
fun zone for  
3-16 year olds**

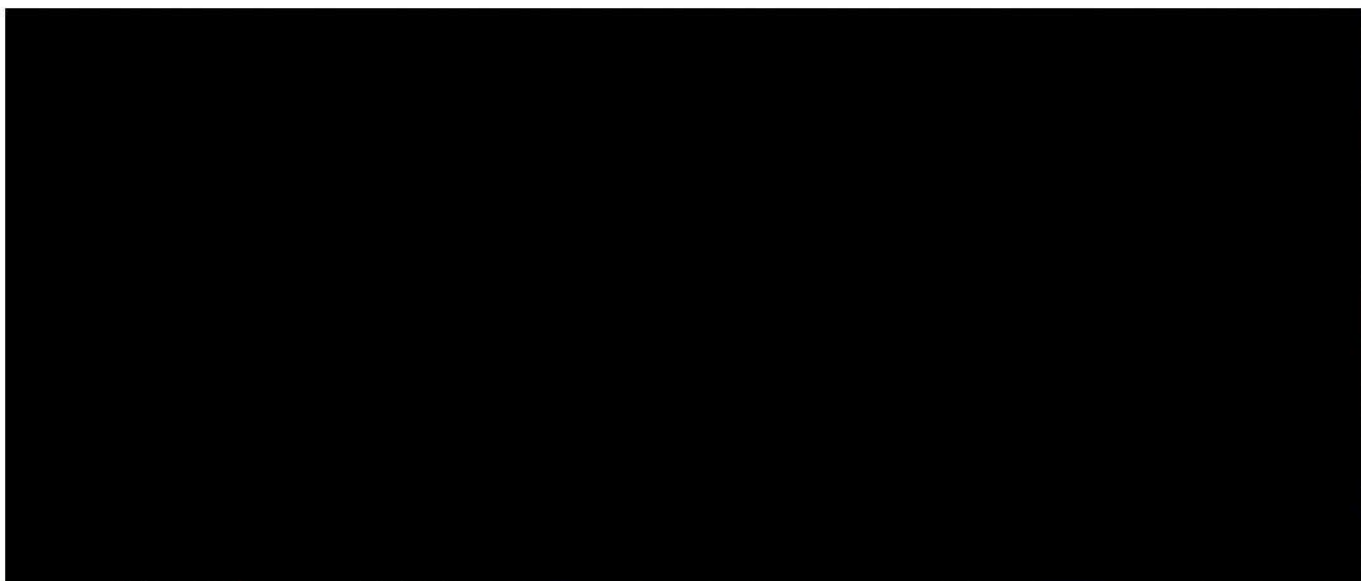


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**Fred Besant at the opening of the Doris Besant Memorial Garden at Convent Estate on Ladbroke Grove this month. He is looked on by his granddaughter Chevaun Besant and great-grandson Peter. Doris was one of the TMO's founding members and its first chair from 1996-2001. See poem on p33**

## Communités Outreach surgeries

The KCTMO Communities Outreach project started in April 2014 as a pilot project. It was so successful that the project is now in its third year and building on integrating Arabic and Somali speaking families.

The project aims to:

- provide opportunities for engagement with Black, Asian and Minority Ethnic (BAME) residents through quarterly drop-in surgeries
- increase BAME representation on KCTMO committees, forums and working parties.

The recent held KCTMO Communities Outreach Eid surgery was very popular, with a total of 115 residents and children attending.

We aim to continue encouraging and supporting BAME residents to attend future TMO corporate events through effective outreach. Starting in September, residents are invited to meet with Safiya Mohamed, the project's co-ordinator on a regular basis at TMO offices (north and south of the borough) to discuss any housing/repair issues they may have. Please see below for dates and locations of surgeries. If you have any queries and would like to speak with Safiya give her a call on [REDACTED]



### September surgeries

10am-1pm on Thursday 1 September 2016 at the Blantyre Office, 12 Blantyre Street, World's End Estate SW10 0DB.

10am-1pm on Monday 5 September 2016 at the Network Hub, Unit A, 292 Kensal Road W10 5BE.

### Quarterly coffee morning

10am-12 noon on Monday 26 September 2016 at Henry Dickens Court Community Centre, Henry Dickens Court Estate, St Ann's Road W11 4DS.

### October surgeries

10am-1pm on Monday 3 October 2016 at the Network Hub, Unit A, 292 Kensal Road W10 5BE.

10am-1pm on Monday 10 October 2016 at the Lancaster West Estate Office, 1 Station Walk, Lancaster West Estate W11 1AH.

10am-1pm on Monday 17 October 2016 at the Blantyre Office, 12 Blantyre Street, World's End Estate SW10 0DB.



# News

## by Everine Shand Neighbourhood Support Officer



It's been one year on since the launch of KCTMO Supporting You and I'm delighted to report that it's been a great success so far. This service aims to help our most vulnerable residents, such as those who are at risk of losing their tenancy, who need

short or long-term individual support or need to be referred to other agencies. One resident has said: "The service that you have provided me has been brilliant and has really taken a lot of stress away from me."

### The numbers speak for themselves:

- residents referred since launch: 100
  - o 30 high risk
  - o 40 medium risk
  - o 30 low risk
- court action/proceedings prevented: 15
- rent income generated as a result of our help to 10 residents: £18,000
- poor living conditions improved as a result of our intervention: 15
- longstanding repairs escalated and completed: 20
- domestic violence cases identified with positive results following: 3
- emotional support cases: 20
- finance support cases: 10
- health related support cases: 15
- resettlement support cases: 5.

This year the service will focus on supporting more hard to reach residents, working with our welfare reform colleagues to ensure we support those affected by Universal Credit and looking at how we can work better with Social Services and other colleagues to better support hoarders. We look forward to making a difference to many more residents.

### Words of gratitude:

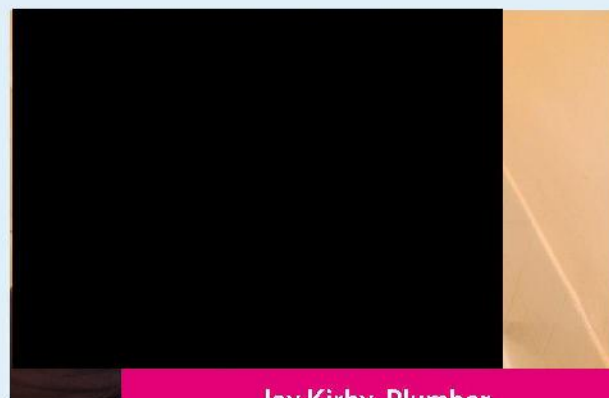
- "I'm glad that this support/organisation exists for people like myself, a single parent with no income who is overpowered by the situation and [unable to] find any help out there. It is difficult and can lead to suicidal thoughts and depression."
- "Excellent support, very helpful and understanding, conscientious and committed!"

### Further information

#### Neighbourhood Support Team



tenantsupport@kctmo.org.uk



Jay Kirby, Plumber

## Repairs Direct trials new customer friendlier hours

Repairs Direct is offering, on a short-term trial basis, minor repair appointments one evening each week and also on Saturday mornings. This is aimed at non-emergency plumbing repairs for tenants who work during the day.

Managing Director Graham Webb told *Link*: "We'll be closely measuring how popular they are, as well as other aspects, in order to make the service widely available. This is the first pilot delivered as part of our new five year business plan. More service enhancement pilots will follow in the next few months."

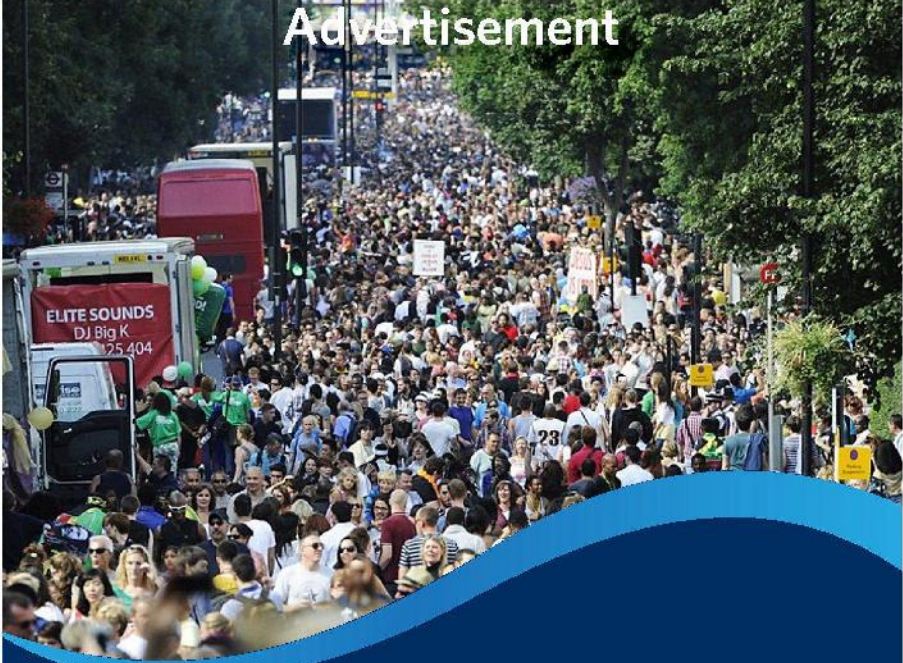


Kensington and Chelsea Places

by Sharon Baah  
KC Places Co-ordinator

A state-of-the-art door entry system is being piloted at Portobello Community Centre, Kensal Resource Centre and Henry Dickens Community Centre. The entrances are controlled by an advanced fob system which gives us better control and allows us to better monitor who accesses the rooms and when. Another exciting feature that we're working on is programming the door entry system so that I'll be able to control access from my mobile phone! We're working with our contractors AST London on these security enhancements and will be looking at installing the systems at more KC Places venues by the end of this year.



For more on KC Places, see our advertisement on page 21.



Notting Hill Carnival 2016  
Post-carnival meeting

6pm, Monday 12 September  
Kensal Resource Centre  
Appleford Road  
Kensal New Town Estate  
W10 5EQ

If you have any queries please contact Kiran Singh on:

 [redacted]  
 [ksingh@kctmo.org.uk](mailto:ksingh@kctmo.org.uk)



Fay Edwards has received her British Empire Medal from HM Lord-Lieutenant of Greater London, Mr Kenneth Olisa OBE, at a ceremony in the Tower of London.





## New Chair of Repairs Direct appointed

Paul Mains has been appointed as the new Chair of the Board of Repairs Direct. Paul, who took up the post in March, brings to the business extensive experience of the housing sector, which has seen him rise to become Group Managing Director of 18,000 home South Tyneside Homes.

Paul's role includes a number of duties: presiding over Board meetings, setting the agenda and working with the Managing Director Graham Webb to support the strategic direction of the business.

As Chair, Paul is a non-executive director. The other directors are: Eman Yosry, a resident of Silchester Estate; Sacha Jevans, the TMO's Executive Director of Operations; and Barbara Matthews, the TMO's Executive Director of Financial Services & ICT.

## Youth Forum's activity trip

by Rohima Khatun  
Youth Engagement Officer

Nine young members of the youth engagement project enjoyed a three day residential activity trip in June to the PGL outdoor activity centre in Swindon. The aim of the trip, which was externally funded, was to develop team building skills and self-confidence by taking the 14-19 year olds outside their comfort zones and outside London too.

During the action packed trip they enjoyed zip wiring, archery, giant swings, aeroball, abseiling and trapezing. One of the most popular activities was aeroball, which is a cross between trampolining and volleyball.

They also looked at the future of the forum and had meaningful discussions about tolerance, considering people's learning abilities, differences and equality. Other topics they explored were how to stay safe when using social media and how the TMO can better communicate with young people through these methods.

I'm pleased to say that it was a well-rounded experience which was enjoyed by all!



# Behind the scenes with our property team

As one of the TMO's largest and most varied teams, the Assets & Regeneration property team is responsible for the long term condition of all the Council properties that we manage.

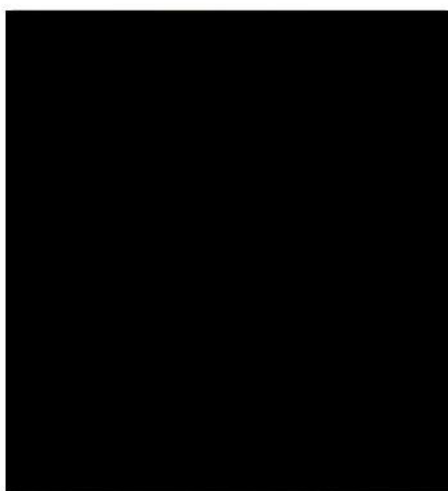
We organise and deliver all major works and planned maintenance. This involves everything from deciding which works are carried out and when, initial surveying and consulting with residents, to appointing contractors, managing and monitoring the work on site, keeping residents informed on progress and gathering feedback after completion.

Investing in homes ensures that they're fit for the future. Hence FutureFit is our five-year capital investment plan setting out major work like replacing kitchens, bathrooms, lifts and communal heating systems.

Our FutureFit roadshows held throughout the borough give residents the opportunity to meet face-to-face with the A&R team and our contractors and to be heard about what their home improvement priorities are.

We're also in charge of the upkeep of lifts, domestic and communal heating, drainage systems and electrics. The servicing and maintenance of these systems is carried out throughout the year depending on the cycle. Day-to-day repairs, aids and adaptations and voids are also managed by us.

You can read about some of the team members below.



## Peter Maddison

### Director of Assets & Regeneration

Peter Maddison has led the Assets & Regeneration Team since 2013. Having spent much of his career in local government and the housing sector, he has many years

of experience delivering housing refurbishment, regeneration and investment programmes.

Ensuring the quality and sustainability of homes and estates while delivering value for money is no easy task, but Peter has demonstrated that he can deliver on his promises.

In the last year his team successfully delivered a capital works programme worth £16m, the largest in TMO history, while securing 20% in cost savings. Money saved is invested right back into residents' homes and neighbourhoods.

Peter says: "The impact speaks for itself. I have residents coming up to me saying that they're absolutely delighted with

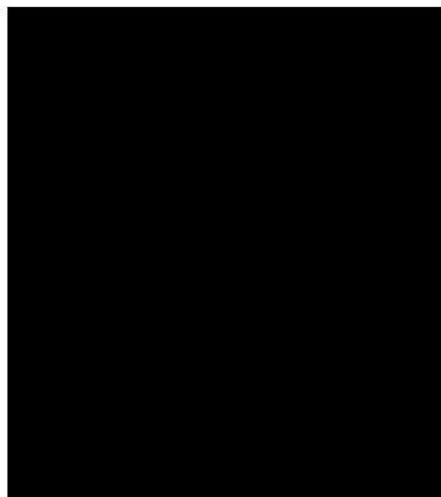
their new kitchen or bathroom installations. That makes all the difference.

"Looking to the year ahead, I'll be working closely with our Home Ownership Team to improve our relationship with leaseholders, finding ways we can provide a top notch service to them. I'm also excited about launching our energy strategy, which aims to reduce the impact of climate change through more energy efficient communal heating systems as well as other measures."

### Hobbies:

Family, micro-brewing and Sunderland FC.





## Alex Bosman

### Head of Contract Management

Alex and his team are responsible for the TMO's external specialist contractors who carry out planned mechanical and electrical

maintenance on relevant blocks and estates. They also manage complex repair cases where a number of contractors and specialists may be involved.

These contractors have been carefully selected based on consultations with residents and other stakeholders. Alex's team works closely with the contractors to develop maintenance and renewal programmes and manage the work to ensure that it's delivered to our high standards.

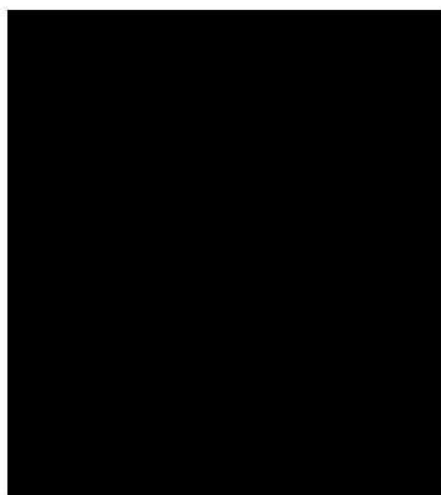
An important part of this also involves putting processes into place to protect the health and safety of employees, residents and the wider public. Alex and his team work tirelessly to ensure that

we not only meet but exceed our statutory compliance requirements. This hard work paid off and the TMO achieved 'substantial assurance', which is the highest rating possible, in all of its audits in the last year.

"A favourite part of my work is finding solutions to problems," says Alex. "Whether that's thinking outside the box to come up with a more efficient way of doing things or being able to proactively reach out to a resident to help with a longstanding repair issue. I'm a natural problem solver."

### Hobbies:

Cycling and metalwork.



## Umesh Kataria

### Project Manager

Umesh joined the TMO just over a year ago and has been busy planning and delivering several capital works projects.

A major one that's just got underway is the £7m external refurbishment of Trellick Tower in North Kensington. This will involve repairing the concrete structure, renewing all communal windows, refurbishing all flat windows and renewing the roof coverings including decorating the wood exterior.

Because Trellick Tower is a Grade II\* listed building, extra special care must be taken. The TMO is working with a number of consultants and specialist contractors. You might have even seen one of them fearlessly abseiling from the top of the 31 storey tower!

"As a construction professional and design buff, I couldn't be more

thrilled to take on this project," he says. "Trellick Tower is an iconic landmark and a lot of thought has gone into ensuring that we preserve its uniqueness.

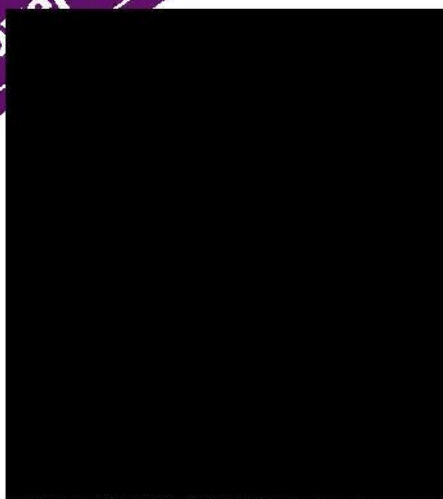
"The best part about my job is seeing the finished product after all the work and planning that went into it."

Umesh and the team have also been working closely with the Trellick Tower Residents' Association on how best to keep everyone informed. They're trialling a new text notification app, which we hope residents will find helpful.

### Hobbies:

DIY (naturally!), football, cricket and running.





## John Parsons

### Technical Systems Manager

During John's 15 years with the TMO he's had a wide range of responsibilities, from managing maintenance contracts and leading resident consultations, to

developing a sophisticated location mapping system. This experience naturally led him to his current role managing all of our property information in a central database.

The information stored in the database is important because it keeps track of which properties are due for gas and electrical safety checks, ensuring that the homes we manage are healthy and safe places to live. It also allows the TMO to effectively plan its services and programmes, like FutureFit.

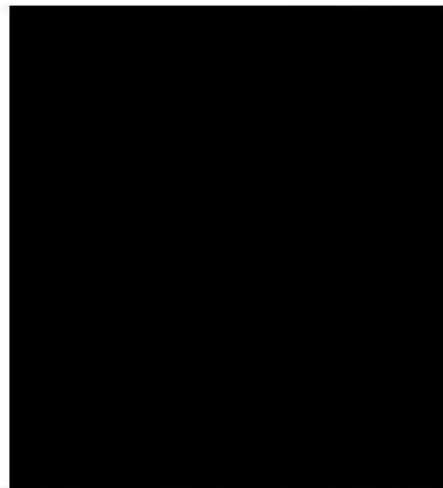
To be able to plan this work, we need to know the condition of all properties so that we can prioritise what needs doing first. Our surveyors regularly visit and inspect homes and buildings to keep this information current.

"Making sure all of the data is accurate and up to date helps the TMO deliver on its promises," John says. "For instance, we've been able to give nearly every resident the opportunity to receive a new kitchen or bathroom in the last three years."

The FutureFit plan is on our website – simply type in your postcode to see a schedule of when the planned work will take place, including kitchen and bathroom replacements, lift renewals, communal heating systems, external redecorations, windows and roofing.

### Hobbies

Walking, cycling and gardening.



## Moira MacDonald

### Voids Officer

Moira has been the TMO's dedicated voids officer for over 14 years. She's responsible for finding new homes for potential residents on the housing list.

When one becomes available, Moira springs into action and starts the voids process. This involves several teams and departments working closely together, including the Council, Repairs Direct, our Neighbourhood Management and Finance teams and specialist agencies.

Repairs Direct will inspect the property, specify which repairs are needed and carry out the works to meet our lettable standard. Any adaptations, such as hand rails and ramps, may also be installed to assist residents with disabilities or mobility issues. This is carried out through the team's Aids and Adaptations Officer, Louie-Ann Miller.

The TMO has an excellent track record for rehousing individuals

and families quickly. The target time is 23 days and thanks to Moira and all of the teams involved, we have achieved an average of 18 days.

Moira says: "I'm passionate about helping people. One of the most moving films I watched in the 70s was *Cathy Come Home*, which took a very real and hard-hitting look at homelessness and poverty. It really inspired me. I've worked in and around homelessness throughout my career."

### Hobbies

Arts and literature, gardening and music.



**Adaptations** Work to make an existing home more suitable for people with disabilities or mobility problems.

**Asset** A property owned by the Council that we manage.

**Capital investment** Money set aside by the Council for us to improve and modernise homes and estates.

**Capital works** Work carried out under the capital investment programme to upgrade, improve or extend the life of a property.

**Choice-based lettings** A system that allows social landlords to advertise properties online so that those who have registered for transfer can bid for a property.

**Consultations** The Council has a legal duty to consult tenants on matters of housing management that may affect them and leaseholders about proposed works paid for from service charges.

**Cyclical works** Work that we carry out on a regular cycle, for example painting or decorating the outside of the building.

**Decants** Sometimes it is necessary to move a resident for major works to be carried out to the property. This may be a 'temporary decant' (where the resident moves back after the works are completed) or 'permanent decant' (where the resident moves to another home permanently).

**Decent Homes** A government programme to make sure homes meet certain standards in terms of being warm, weatherproof and having reasonable modern facilities.

**Defect** The period after the completion of a new build property or major refurbishments when the original contractor is responsible for fixing any faults and repairs.

**Estate services** Cleaning or gardening services we provide to the communal areas where you live. The service is delivered by a contract company and is paid for through the service charge.

**Framework agreement** An agreement in which councils and other social landlords partner with

contractors to carry out major or capital works to tenanted and leasehold properties.

**FutureFit** The TMO's five year capital investment plan setting out major work like replacing kitchens, bathrooms, lifts and communal heating systems.

**Gas safety check** A check that all social landlords must carry out by law each year to ensure that the gas appliances in their property are working correctly and safely.

**Leasehold** A contract with the landlord which gives a person the right to use the home for a fixed number of years as long as they do not breach the conditions of the lease.

**Listed building** A building that is of special architectural or historic interest in the UK and therefore worth protecting.

**Major works** Large-scale work that either extends or improves the life of a building, such as roof replacement, window replacement or structural work.

**Planned maintenance** Non-urgent work carried out throughout the year on a cycle so that several properties in the same area can be done at around the same time.

**Responsive repairs** Minor repairs or routine maintenance carried out in response to a request from a resident.

**Service charge** A charge to residents for services they receive to communal areas, such as caretaking, cleaning or gardening.

**Statutory compliance** Social landlords' responsibilities for meeting mandatory health and safety requirements.

**Tenancy agreement** A legal contract under which the landlord lets a property to a resident. The agreement sets out the rights and responsibilities of both sides.

**Void** An empty property that is waiting for repair work to be carried out so that it will be ready to let to the next resident.



# THE LINK INTERVIEW

## Nicholas Burton

Nicholas Burton watched the progress of the £10m refurbishment of Grenfell Tower in North Kensington with a growing realisation that it was going to be completely and utterly transformed.

He has lived there since 1984 and had witnessed its earlier decline. "I remember when I first moved here. It was still quite a new building and, having lived in the area all my life, it had always been an impressive sight. But over the years it gradually got more tired looking. Visitors got a terrible first impression with the dark and gloomy entrance lobby, which was difficult to find your way through."

Nicholas is a catering manager who worked at Charing Cross Hospital and St Mary's Paddington before moving to the Princess Margaret Hospital in Windsor. His wife Pily was the original tenant and they bought the leasehold of their light and airy apartment in 1994.

"When I first heard of the plans to refurbish the entire tower, I was thrilled. New lifts were installed in 2005, but clearly a lot more needed doing to improve the building and enhance the lives of its residents. But I didn't quite grasp how comprehensive the work would be. We envisaged a lick of paint or something. We simply never thought it would be this good!"

"Looking at it now, you could be forgiven for thinking it's just been built. The foyer especially is simply fantastic: light, airy and colourful with the stylish lighting. It's a world away from the old one and I'm now proud to call Grenfell Tower home.

"Peter Maddison and Claire Williams took us carefully through every stage of the job, from the day we were invited to see the architect's drawings. By keeping residents in the loop throughout the contract, fears and concerns were alleviated. After residents' meetings Peter always got back to us with extra information if necessary. We saw Claire the most – I really admire her friendliness and professionalism.

"These projects can never be straightforward and Rydon seemed just the right contractor to do the job. My dog Lewis enjoyed having them around and seemed to acquire a few operatives' gloves during the contract."

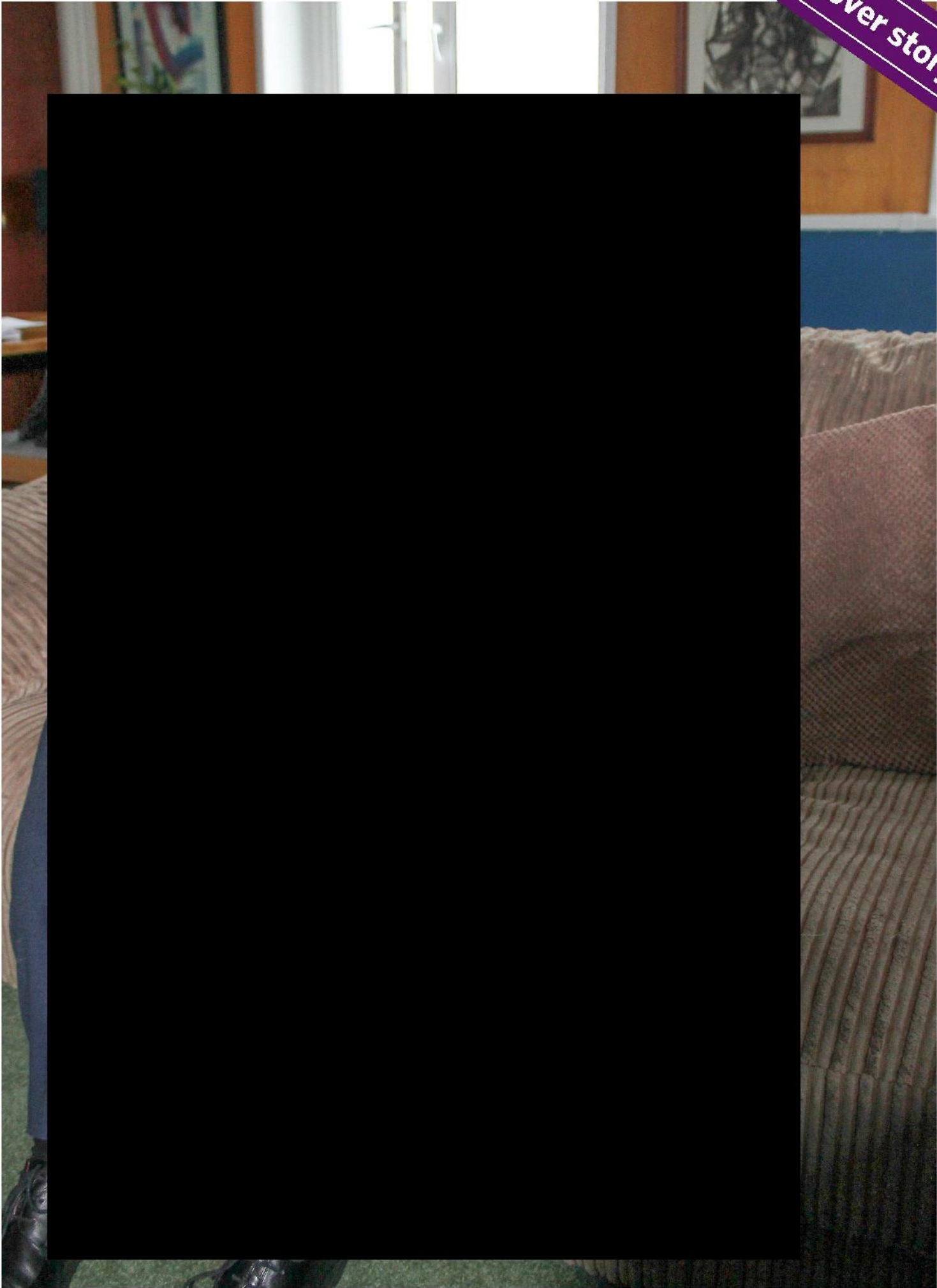
Asked about the inevitable difficulties and frustrations of living amongst contractors, Nicholas admits that it wasn't easy having to share lifts on occasion. "But you can't have long-term gain without short-term pain", he says.

"The new school and leisure centre were the catalyst, of course. The three buildings complement each other very well and Grenfell Tower stands tall, smart and proud as the daddy of them all.

"As a family we can sit at home with smart, energy efficient windows in a property that's better heated and more economical to run. The far reaching views are breathtaking and I never get tired of them.

"I feel very appreciative that the block has been transformed from a tired 1970s building to a shining example of 21st century living. Many residents I speak to really like it now and I feel lucky and fortunate to live here."







# 2016 Resident Board Member Election

## Factfile

The TMO Board is made up of:

- eight residents
- three independents
- four nominated by the Council.

What does a Board member do?

- attend Board and committee meetings
- scrutinise the TMO's performance
- develop and set strategy
- oversee the management of the Company
- ensure that the Company's stakeholder interests are managed
- use competency to constructively challenge the management.

## Did you know?

- Elected Board members normally serve for three years.
- They must stand down after three years.
- They can stand for re-election but no Board member may serve for more than nine years.
- Elections take place in any year where a vacancy arises.
- There are 15 Board members in total.
- Each Board member is a statutory director of the Company.

## Voting?

Every TMO member receives a voting pack by post to vote directly for Board member candidates of their choice.

**Voting closes on 15 September 2016.**

## Existing Board members

### Resident Board Members

Mary Benjamin  
Anne Duru  
Fay Edwards  
Maria Escudero-Barbaza  
Kush Kanodia  
Deborah Price  
Brendan Tracey

### Council-nominated Board Members

Cllr. Judith Blakeman  
Cllr. Maighread Condon-Simmonds  
Paula Fance

### Independent Board Members

Simon Brissenden  
Anthony Preiskel

## 2016 election candidates

### Leaseholders

Alan Barnett  
Reza Joadat  
Kush Kanodia  
Derek White

### Tenants

Mona Adam  
Fay Edwards  
Larry Da Silva  
Anne Duru  
Minna Korjonen  
Sharon Price



## Kensington and Chelsea Places

KC Places offers a wide variety of venue options across the borough – from small meeting rooms to large halls – which are suitable for all sorts of occasions.

Venue	Capacity	Event types
Edenham Way Community Centre	30	Meetings and children's parties
Grenfell Community Centre	To be advised	Enquire
Henry Dickens Court Community Centre	100	Meetings and parties
John Keys Resource Centre	30	Meetings and children's parties
Kensal House Community Office	30	Meetings
Kensal Resource Centre	60	Meetings, parties and support groups
Lancaster West Community Rooms	60	Meetings and language classes
Lowerwood Court Community Centre	60	Meetings
North Kensington Resource Centre	To be advised	Enquire
Portobello Community Centre	60	Meetings, dance and art classes, parties and baby groups
Silchester Community Centre	To be advised	Enquire
Sir Thomas More Community Centre	30	Meetings and children's parties
Swinbrook Community Centre	60	Meetings
Trellick Tower Community Centre	30	Meetings and children's parties
Treverton Community Centre	60	Meetings
West Row Community Centre	20	Meetings
World's End Community Centre	100	Meetings and support groups

### Further information

**Sharon Baah**  
KC Places Co-ordinator



sbaah@kctmo.org.uk

Delivering excellent  
services through  
resident-led management





# My job

**by Daniel Mason**  
**Stable Way Site Manager**

Underneath the soaring A40 Westway in North Kensington, just beyond the horse stables, is a stretch of land which is home to about 20 Irish Traveller families. The site is officially called Stable Way and has been in existence for nearly half a century.

The TMO began managing Stable Way in 2012 on behalf of the Council and Hammersmith & Fulham. However, I was the site manager here in 1988-98 and again in 2012 until now. Throughout this time I've worked hard to build and maintain a good relationship with residents.

There are 19 residential pitches in total, each with a mobile home and some with additional touring caravans. To help improve the homes, the Council provided additional bathroom and kitchen blocks on each pitch. A community hut was donated by the Catholic Children's Society, which houses an office, main hall, homework and play area, cooking classroom and computer workstations.

I'm based on site in a smaller, separate office. My main role is to provide an enhanced housing management service ranging from rent collection, reporting repairs and tackling anti-social behaviour, to helping residents fill out forms and documents, advocacy and making sure residents live in a healthy and safe environment.

Even though the residents have access to the TMO's full range of services, my job is unlike any other housing management role. An important part of it is understanding that there is an unbreakable sense of community at Stable Way and taking the time necessary to build up trust. The residents treat me like family. On a typical morning I'll visit as many residents as possible to ensure there are no issues. Then some of them will usually invite me to join them for tea and coffee. After that I'll complete the

site visits. Often I'm invited in for lunch and I'll then carry on with my daily meetings and appointments.

The Irish Traveller community is recognised as an ethnic minority with its own unique identity, heritage and customs. Unfortunately there are still stereotypes that exist about them, which often lead to discrimination and inequalities.

I work closely with Rose Palmer, the Council's dedicated Development Manager for Gypsies and Travellers, to support the residents in health, education and social services matters. Regular surgeries offer health advice to families, employment and training programmes for young people and pre-school and after-school groups. Other voluntary agencies supporting the community are Westway Trust, Harrow Club, Clement James Centre, St Quintin Children's Centre and the Catholic Children's Society. Also, thanks to Dogs Trust, all of the pet dogs of Stable Way are now microchipped and checked regularly.

In 2014 the Council was awarded public health funding to improve the quality of life at Stable Way by refurbishing the community hut. Rose also sourced additional funds to provide IT equipment and electric cookers for the hut. In addition, there were family gym memberships and swimming lessons, sewing and computer classes, more hours for the on-site tutor and many other family activities and outings. This has made a huge impact.

I'm proud of the improvements that we continue to make on the site. Stable Way is a shining example of the TMO working together with providers of local services to create an inclusive and positive living environment. I love my job and enjoy working with the residents. I couldn't imagine working anywhere else!







# An afternoon with Robert Speak Senior Surveyor



**1.10pm**

I have a busy afternoon ahead and I confirm my inspections and appointments before setting off.

**1.25pm**

I cover most properties in the north of the borough. My first appointment takes me to St Ervans Road on the Swinbrook Estate in Notting Hill.

**1.40pm**

I meet up with one of our roofing sub-contractors from Hampson & Luck to do a post-inspection of a repair to a leaky roof.

**2.00pm**

All seems fine as we climb up to the top. The resident tells us that she's happy with the work.

**2.30pm**

Next I head over to inspect a property at Shalfleet Drive on the Silchester West Estate, where there are concerns about its structure. I'll be meeting with structural engineers later in the week to plan the work needed to repair it.



**2.50pm**

Over at Penzance St in Holland Park, I note a large crack in the foundation which needs to be repaired.

**3.10pm**

I then head over to Kensal House to inspect a void. I work closely with our voids team to make sure vacated homes are brought up to our standards for re-letting.

**3.30pm**

I use a meter to measure the moisture levels on the ceiling. All of this data is uploaded onto our database. I'll then determine which repairs, if any, are required.

**4.00pm**

Next I head up (way up!) to the roof of Trellick Tower to photograph an area for a shelter to be put up. This will provide some wind protection for some work that will take place.

**4.45pm**

Back at the office, I have a quick chat catching up with my manager Maria Walker, before writing up my notes for the day.



# Notice board



## ★ HEALTH FAIR ★

The Health & Happiness Event for Over 55s

7th October 2016 12-4pm

Kensington Town Hall, Hornton Street, W8 7NX



Free entry & lunch

t: [redacted] e: [health@aukc.org.uk](mailto:health@aukc.org.uk) w: [www.aukc.org.uk](http://www.aukc.org.uk)



You can  
help a rough  
sleeper  
in from  
the cold.



Connecting rough sleepers to local services



[www.streetlink.org.uk](http://www.streetlink.org.uk)

BUILDING  
futures

Wates

BUILDING FUTURES  
GAIN AN INSIGHT INTO THE CONSTRUCTION INDUSTRY



DATES: 8-19 August 2016

If you are 19+, unemployed and looking for a career in construction then apply to take part in the two week Building Futures programme today taking place in Kensington and Chelsea. The programme will be run from the Henry Dickens Community Hall, Henry Dickens Court, St Anne's Road, London W11 4DL.

During the programme you will get the opportunity to learn a variety of practical skills through trade taster sessions, visit live construction sites, improve your employability skills and sit your CSCS test. At the end of the course you will be presented with a BTEC Level 1 Certificate in Construction.

If you are interested in this opportunity please contact:

James Thompson on [redacted]  
or [james.thompson@ixionholdings.com](mailto:james.thompson@ixionholdings.com) for more information.  
Closing date for applications is Thursday 28 July 2016

Skills  
Funding  
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Come along to the

Age UK Kensington & Chelsea Health Fair 2016

Another sensational year of activities, information, performances and tasters to feed body and soul.

Friday 7<sup>th</sup> October at Kensington Town Hall

Hornton St, W8 7NX

12 noon – 4pm starting with a free lunch.

To find out more, please contact Kathe Jacob on [redacted] or email [kiacob@aukc.org.uk](mailto:kiacob@aukc.org.uk) or see our website [www.aukc.org.uk](http://www.aukc.org.uk).





# From the Council

## Support for people who experience hate crime

by Jodie Green  
Community Safety Team

Hate crime and anti-social behaviour can have a devastating impact on people's lives. It can cause distress and affect quality of life, especially if it continues over a long period of time.

Hate crimes include offences where the offender has chosen a victim specifically because of the way that person is, or the way that the offender perceives that person to be. This could be because of disability, race or ethnicity, religion or belief, sexual orientation, gender identity or lifestyle choices.

Physical and verbal attacks, vandalism and graffiti, cyber bullying, abusive text messaging and hate mail, offensive signs or gestures and threatening behaviour can all be classified as hate crimes.

Report any incidents of hate crime or anti-social behaviour to your TMO neighbourhood officer, who will investigate and work in partnership with other agencies to take action.

If you've been affected by hate crime, there are organisations that can help you.

### Metropolitan Police Service

The police can offer support and give practical assistance and advice to help you decide what to do next. For an immediate response in an emergency situation, call 999. The police non-emergency number is 101.

### Victim Support

Victim Support can help people with information, emotional and practical support.

There is a Victim Support stall:  
Every Wednesday, 2pm-4.30pm  
Customer Service Centre  
Kensington Town Hall, W8 7NX

Kensington and Chelsea residents experiencing hate crime or anti-social behaviour can also contact Sian, your local Victim Support champion, on [REDACTED] or email [va@victimsupport.org.uk](mailto:va@victimsupport.org.uk)

### Further information

#### Victim Supportline



[REDACTED]  
[www.rbkc.gov.uk/hatecrime](http://www.rbkc.gov.uk/hatecrime)

## Lift safety

by Janice Wray  
TMO Heath Safety & Facilities Manager

The TMO's expert lift engineers regularly inspect and service all the lifts on TMO-managed properties. Our aim is to keep them running safely and reduce the likelihood of them breaking down or malfunctioning. However, regardless of how well lifts are maintained it's possible that they could occasionally malfunction and this could happen while passengers are inside.

Needless to say, being stuck in a lift can be a distressing experience. But in the unlikely event

that this happens, you can be reassured that our lift engineers will be quickly on the scene to release you as soon as possible.

Most TMO-managed lifts have been renewed, which means their alarms were upgraded and linked to a dedicated telephone line which is staffed 24 hours a day. Therefore, if you were to find yourself stuck in a lift, simply press the alarm and hold it until a member of staff responds. You'll be asked for details of your location, specifically which estate and block you are in.



# From the Council

## New rules for noisy construction work

A tough new construction noise regime is now in place in Kensington and Chelsea, with residents encouraged to report any breach of the rules.

Noisy building work is not allowed on weekends in the borough, following many years of complaints by residents.

A new Code of Construction Practice recognises the importance of building projects, but explains how contractors and developers are expected to keep disturbance to a minimum.

With works already banned on a Sunday, 'permitted hours' for noisy work will now in general no longer include any time on a Saturday. The code also introduces a further set of restricted hours for high-impact activities such as demolition and concrete breaking.

Cllr Tim Ahern, the Royal Borough of Kensington and Chelsea's Cabinet Member for Environmental Health, said: "We recognise the importance of building and construction work in the borough. However, we must appreciate that for people who live close by it can have an enormous impact on their lives.

"I hope the new Code of Construction Practice will help bring peace on the weekends and encourage developers to work more closely with people who live close to their sites to mitigate, wherever possible, the problems associated with noise, dust and disturbance."

The code stresses the importance of developers and contractors establishing good communications with neighbours and those likely to be disturbed by noisy work.

Noisy working can be reported to the Council's Noise and Nuisance Team.

### Further information

#### Noise and Nuisance Team



[www.rbkc.gov.uk/environment/code-construction-practice](http://www.rbkc.gov.uk/environment/code-construction-practice)

[environmentalhealth@rbkc.gov.uk](mailto:environmentalhealth@rbkc.gov.uk)

If you live in a block with an older lift, then press the alarm and advise the person who responds to contact the TMO on [REDACTED]. Alternatively, if you're carrying your mobile phone and are able to get a signal then please call us on this number and provide the details of your location.

Once TMO staff have been notified they will contact the specialist contractors who will instruct their engineers in the local area to respond immediately.

Our partnering contract with the lift maintenance company requires them to respond to lift shut-ins within 45 minutes, no matter what time of day or night. During working hours, they are generally able to attend within a much shorter period.

In rare circumstances where an engineer cannot respond in 45 minutes or less, the London Fire Brigade will be alerted and requested to attend.

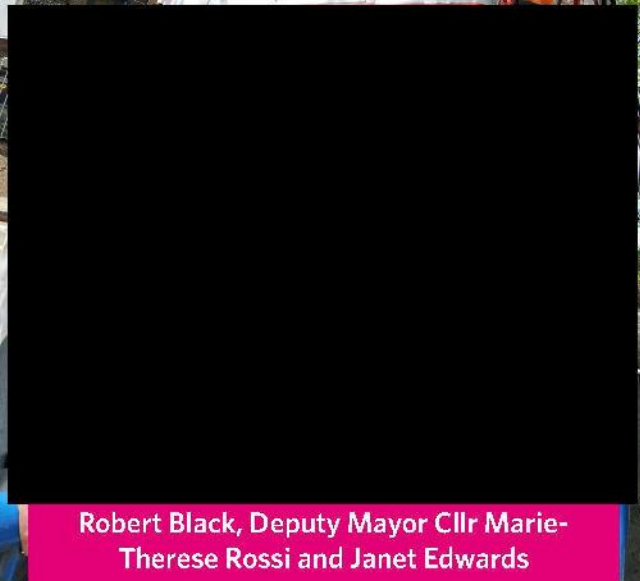
While we appreciate that you may feel inclined to ring 999 and request emergency attendance, current London Fire Brigade policy is that they should only attend lift shut-ins in the event of a medical emergency. If you call 999 before alerting the TMO in a non-medical emergency, it is likely that you will be referred back to us.

If you become aware of any problems with your lift please do report it immediately on Freephone [REDACTED]

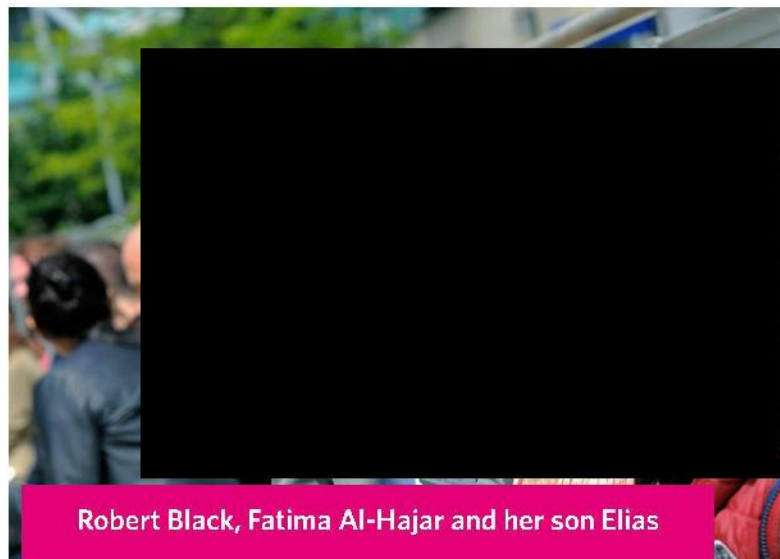


# TMO Live!

14 May Lacaster Green, North Kensington



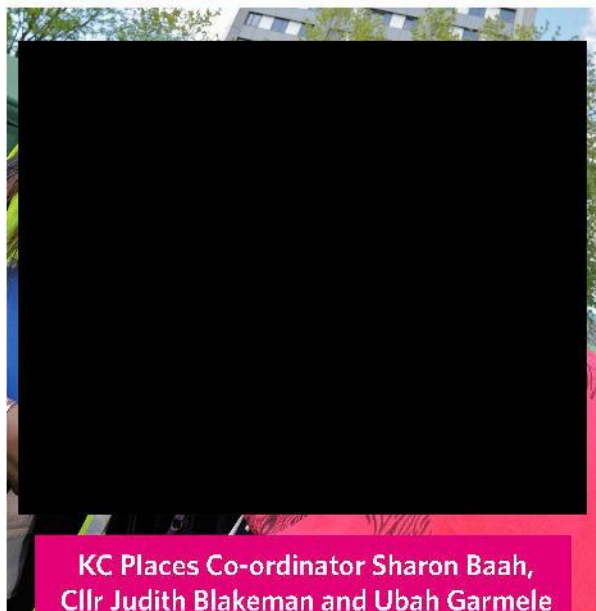
Robert Black, Deputy Mayor Cllr Marie-Therese Rossi and Janet Edwards



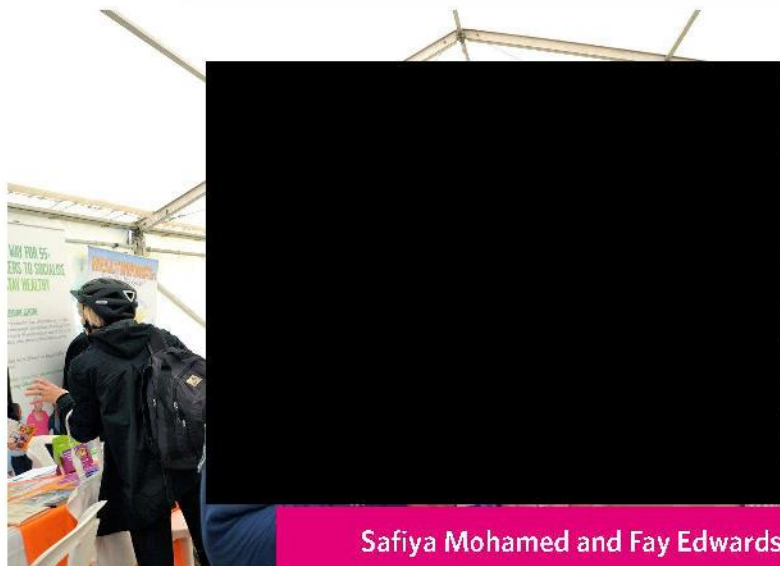
Robert Black, Fatima Al-Hajar and her son Elias



Mamusu Komon and Catherine Larkin of North Kensington



KC Places Co-ordinator Sharon Baah, Cllr Judith Blakeman and Ubah Garmele

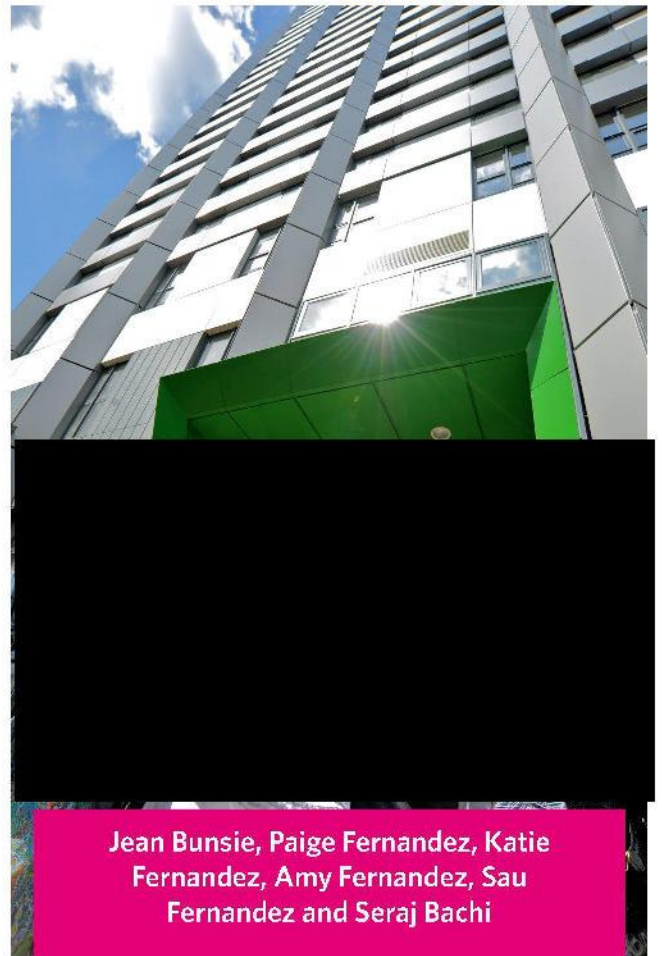


Safiya Mohamed and Fay Edwards

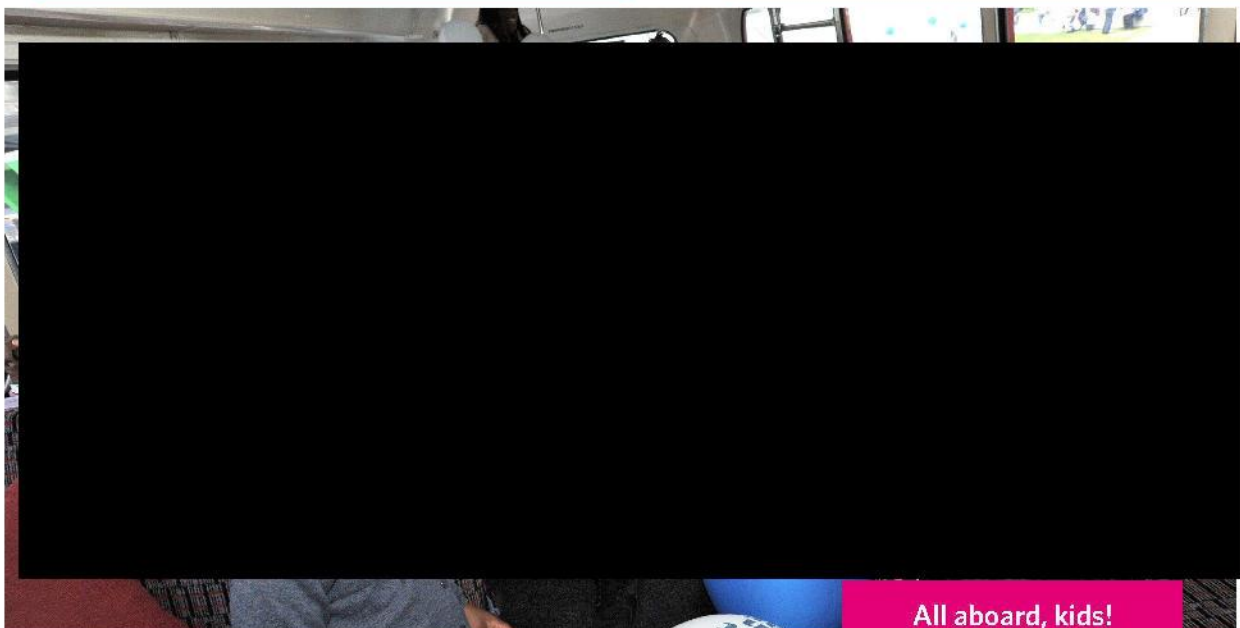




The Resident Engagement Team

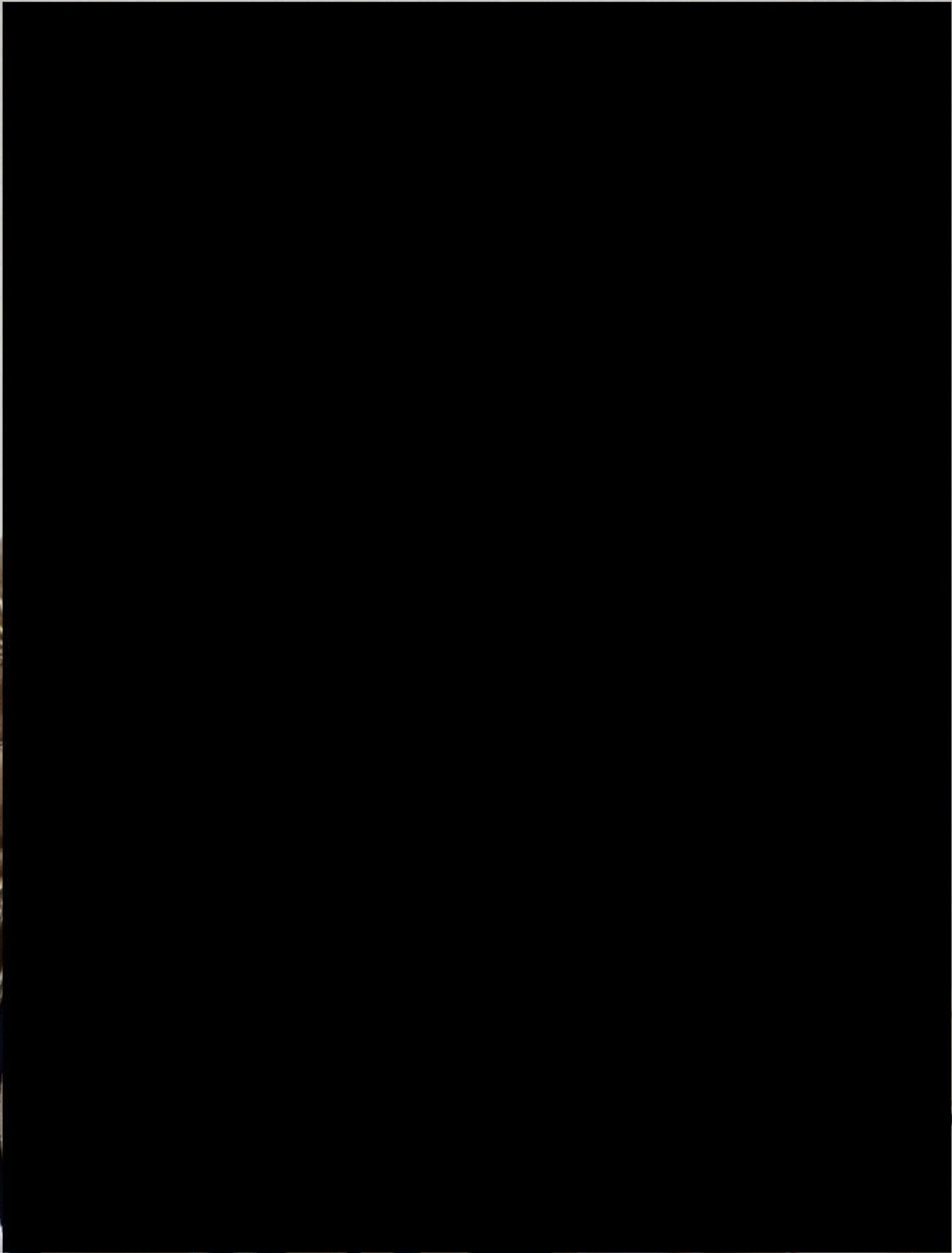


Jean Bunsie, Paige Fernandez, Katie Fernandez, Amy Fernandez, Sau Fernandez and Seraj Bachi



All aboard, kids!

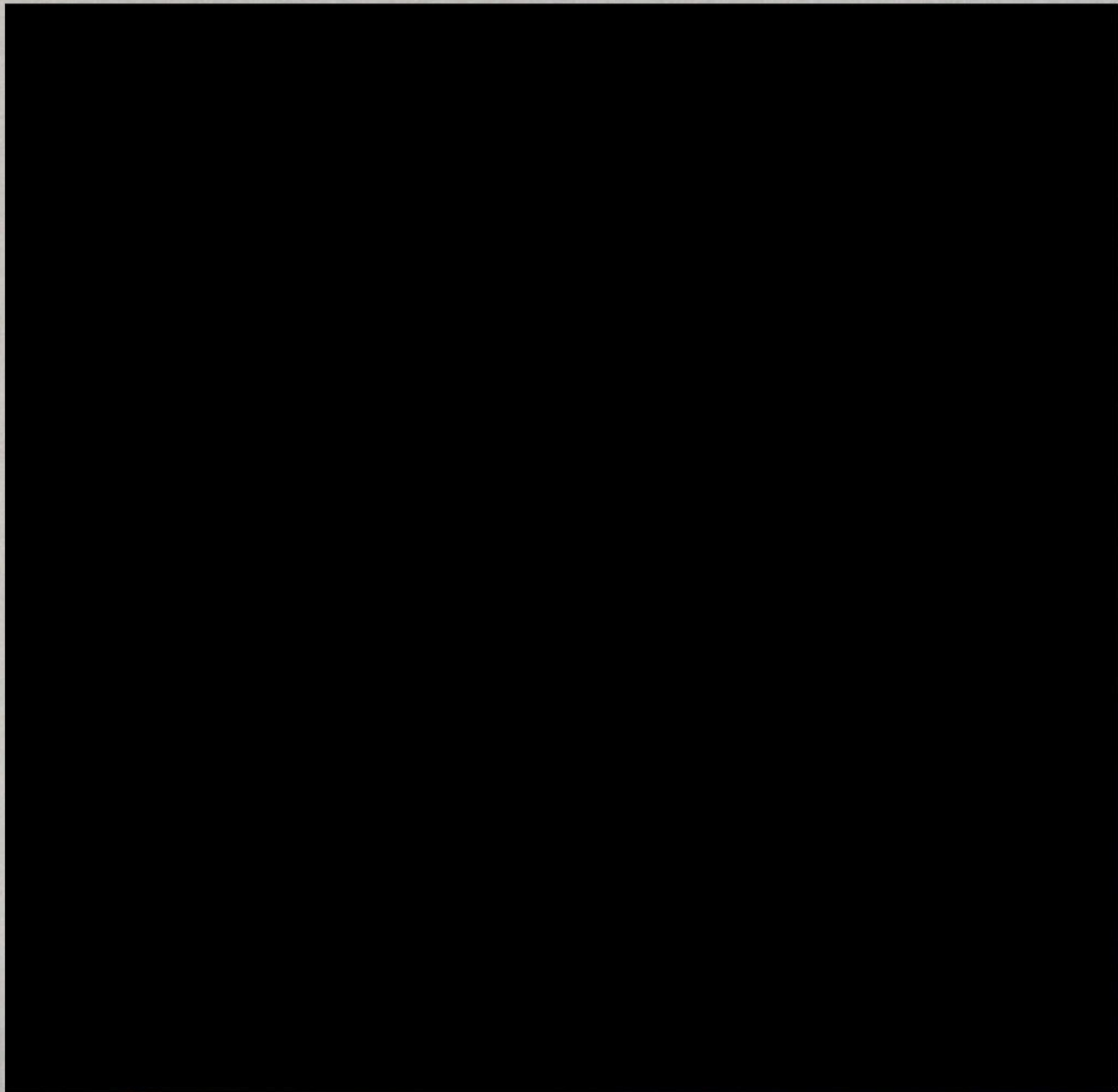






# Residents' corner

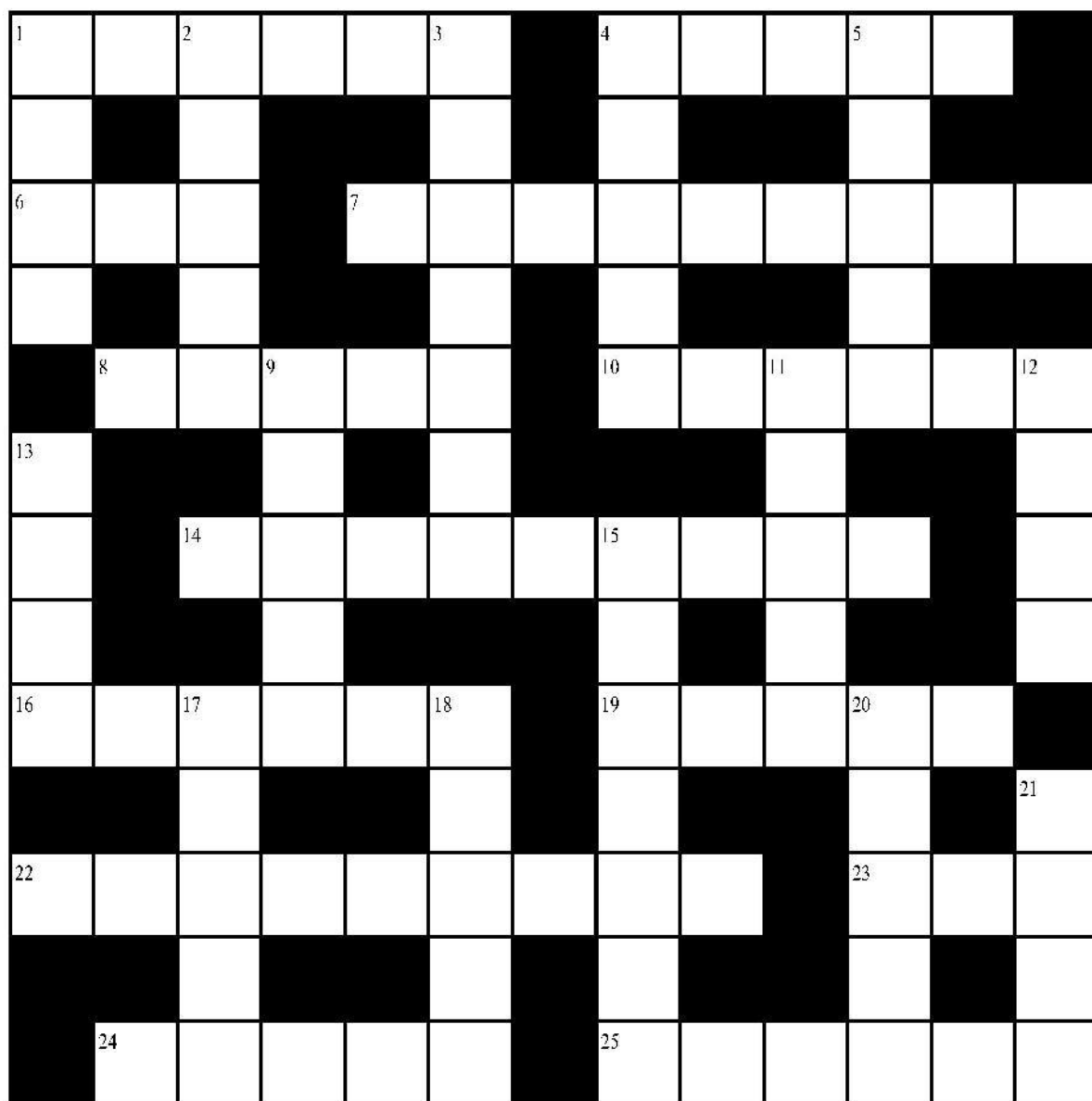
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# Residents' corner

Crossword by Colin Cherrie



## Across

- 1 Has not yet woken (5)
- 4 Grassy spot in forest (5)
- 6 May become a scout (3)
- 7 Kent's pleasure place (9)
- 8 The waves in the ether (5)
- 10 Twelve of these are gross (6)
- 14 Go to 7 for this! (9)
- 16 Lumber one with, a seat (6)
- 19 Homes for birds (5)
- 22 Venice of the North (9)
- 23 'Something' for a wedding (3)
- 24 Limb bone (5)
- 25 Little tiny bits of (6)

## Down

- 1 A curved structure (4)
- 2 Sign of the zodiac (5)
- 3 They've noses for chicken (7)
- 4 Posh piano (5)
- 5 A duck's lover! (5)
- 9 Cupola's shape (5)
- 11 Regions (5)
- 12 Cut out, a bargain (4)
- 13 Better than a fail (4)
- 15 Parts of gas lights (7)
- 17 Electronic part (5)
- 18 Old time anaesthetic (5)
- 20 Pick me up! (6)
- 21 Has not paid (4)



# Residents' corner

---

In memory of Doris Besant



## Memory of Doris

by Basil Hasan of Lowerwood Court

Far away but fresh remains  
And will so  
The love-filled memory  
Of our beloved Doris.

Feeling swings along  
The line of thoughts  
On the Memory of Doris  
For now and ever.

So out spreads  
The Echo of Sentiment  
At the recall of memory  
Of loving and caring Doris.



## IMPORTANT NOTICE

### INSURANCE COVER FOR RESIDENT ASSOCIATION EVENTS

There have been enquiries on the subject of insurance for resident association events.

We would like to confirm that the Royal Borough of Kensington and Chelsea Tenant Management Organisation Limited does not provide insurance cover for resident associations and events organised by them.

All resident associations must ensure that there is adequate insurance cover in place prior to organising and hosting any events.

If you would like further information or a quotation for insurance cover for a resident association event, you can go to [web.zurich.co.uk/cso](http://web.zurich.co.uk/cso) or call Zurich Insurance on [REDACTED] where you can get help on the types of cover available. You can also find lots of useful information on insurance cover for resident associations on the My Community Starter page at [web.zurich.co.uk/cso/mycommunitystarter](http://web.zurich.co.uk/cso/mycommunitystarter).

#### Further information

##### Resident Engagement Team



[REDACTED]



[getonboard@kctmo.org.uk](mailto:getonboard@kctmo.org.uk)

Delivering excellent  
services through  
resident-led management





# Party time

## Portobello Community Centre opening



Yvonne Birch, Executive Director of People and Performance, re-opened the newly refurbished Portobello Community Centre in May. Residents Josephine Newton and Jean Archer lent a helping hand.

## Eid surgery



Safia Mohamed with Mohammed Jawad Mohammed Al-Ghurabi

## World's End Over 50s' Social Club barbeque



Mary Clarke, Samantha DeHaan and Helen Morris



# How we're doing

April to June 2016

## Repairs Direct

**99.54%**   
Emergency repairs  
completed within 24 hours

**3,061**   
responsive repairs  
were completed



on average it takes  
**9.5**  
days to complete a  
responsive repair



*Resident satisfaction with repairs service*

**96%**

## Customer Contact Centre



**22,618**  
calls received by  
Contact Centre



calls were  
answered



calls were answered  
within 30 seconds



Residents'  
complaints  
responded to  
within target

## Gas servicing



Properties with  
valid Landlords  
Gas Safety  
Certificate

## Empty properties

**45**

general needs  
homes were re-let  
in the period



on average it takes  
**22 days**  
to re-let an empty  
general needs  
home requiring  
minor works

## Neighbourhoods and estates

**85**

new ASB reports



estates passing estate  
inspection standards



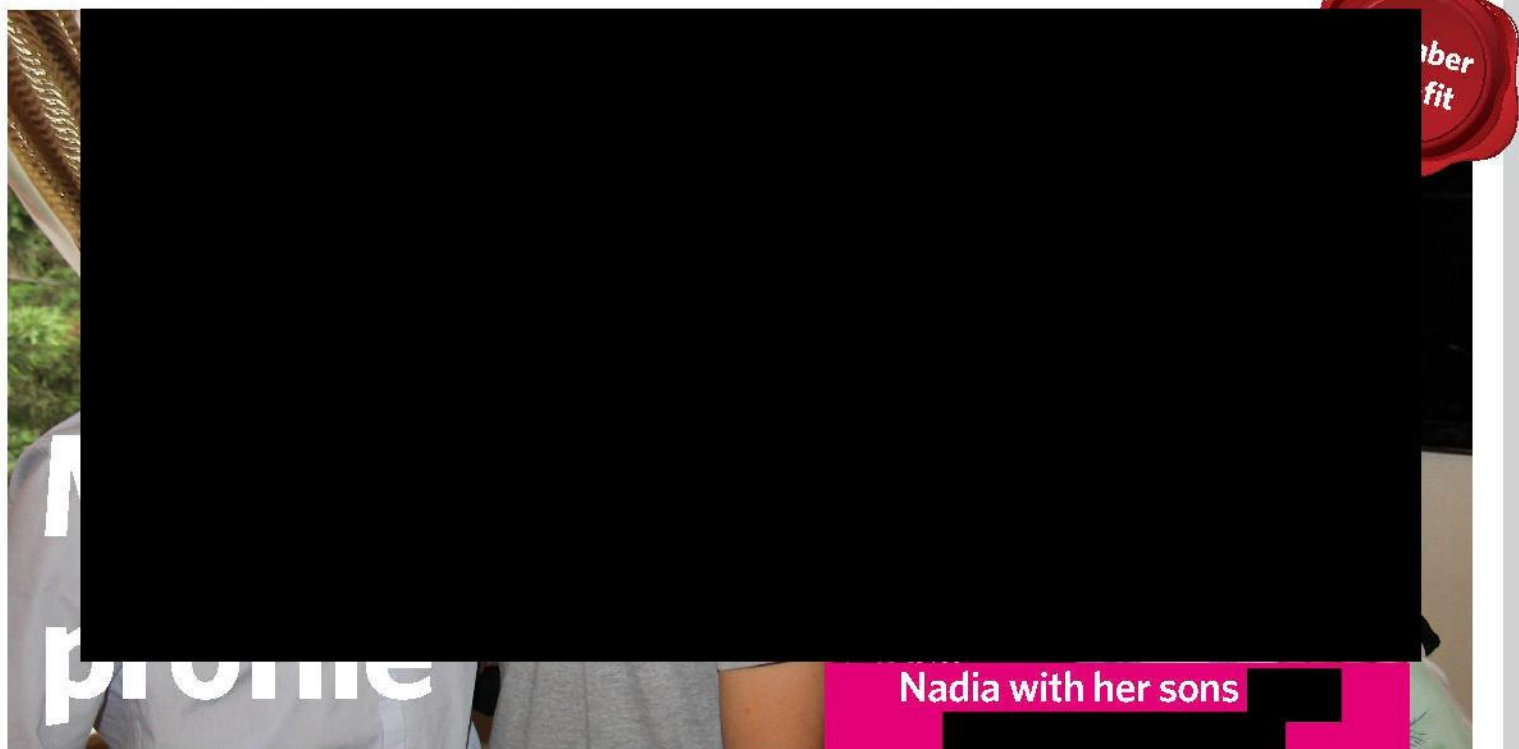
Resident satisfaction  
with grounds  
maintenance

## Rent collection



collection rate excluding  
arrears brought forward





## Nadia with her sons

**Members play a fundamental role at the TMO. We are an organisation built on the engagement of its members, particularly because at each AGM members are required to consider a resolution on the TMO continuing to manage the Council's residential properties. Last year 712 of the votes cast were in favour of this. At 98.3%, this was the highest ever figure in our history.**

**Also, members are eligible to be nominated for, and elected to, become a Board member.**

Nadia Charradi, [REDACTED] has been a TMO member since 2013. Brought up on Ladbroke Grove, she has lived on the [REDACTED] since 1999. She has three boys: [REDACTED] himself is an active member of the Youth TMO.

One of six children brought up by parents who moved here nearly 50 years ago from Morocco, Nadia was born at the Hammersmith Hospital and went to Bevington Primary School, which is off Golborne Road, in 1980; this was followed by Holland Park Comprehensive. She then went on to amass an impressive array of qualifications: a CACHE Level 2 to be a teaching assistant, a BTEch in Business and Finance, an NVQ Level 2 & 3 in hairdressing and a NVQ Level 2 in beauty therapy.

"These qualifications were hard work to achieve, but it was all time well spent. I'm such a believer in

getting a good education and this I instil in all my children. The qualifications have helped me achieve so much in a wide ranging career."

This career has included posts in the Royal Borough at Barclays Bank and the Al Manaar Mosque and community centre, where she spent seven years in reception and the accounts department. She returned there on a part-time basis in December 2015, but left in March 2016 to help look after her father who had become ill. Sadly he died in July 2016.

Nadia's home is beautifully kept and she is very house proud. Getting a new kitchen and bathroom this year as part of the TMO's FutureFit programme has been a real bonus. She also participated in the consultation programme for new windows for the properties on her street.

Nadia became a member because she believes in getting her voice heard. "I really value the voting powers that the membership brings with it. I shall be studying the Board election candidates' personal statements with great interest. I know the importance of elected representation from the councillor surgeries that took place at my mosque. I'm really looking forward to attending the AGM and residents' conference too and, over the next few years, I hope to become even more involved in the affairs of the TMO. I certainly believe I have a lot to contribute."





## Membership application form

### Come and join us. It's FREE!

We provide our residents with the opportunity to influence the success of the company. We encourage all tenants and leaseholders to become members. We believe it makes a positive difference to how we work together and ensures residents are at the centre of housing services.

As a member you are entitled to influence some decisions in the company. You can vote in our annual board member election and you can vote at any general meeting of members.

By becoming a member you have a stronger voice in how we run things.

Joining is simple and it's FREE. Just fill out this form. If you need help with it, or language support, please contact us:



[companysecretariat@kctmo.org.uk](mailto:companysecretariat@kctmo.org.uk)



[@kctmo](https://twitter.com/kctmo)

### Membership benefits:

- join a community that wants to work with us to change and improve housing services
- make your voice heard in how we run things
- vote at the annual general meeting
- receive updates on our performance
- stand for election as a resident board member
- have the right to vote for resident candidates standing for board member elections
- attend meetings - including the annual general meeting - and contribute to discussing residents priorities
- get your own personalised membership certificate.

### Our promise to you is:

- a voice - your views will make a difference to housing services you receive
- partnership - you speak, we listen, and we find good solutions together
- real accountability - with clear focus on residents' priorities, including checking and measuring progress.

### Who can join?

Anyone who is over 18 and the named tenant, leaseholder or freeholder of a property managed by KCTMO.

However, if you are not the named tenant or leaseholder you can become an associate member if you are a child of the tenant or leaseholder and participate in KCTMO activities. Contact us to find out more.





I would like to become a member



Please print all details in this box in BLOCK CAPITALS

☐ Mr ☐ Mrs ☐ Miss ☐ Other

TMO property address\*

Postcode\*

Email

Correspondence address (if different)

Postcode

\*Mandatory fields

Mobile, email or letter

Preferred method of contact\*

Date of birth\*

Tel no

Surname\*

First name(s)\*

How did you hear about signing up to become a member?

[Link](#)

### Membership statement

I undertake to comply with the provisions of Article 5 of the constitution of the company. I agree to be bound by the constitution, any rules or bye-laws adopted by the company from time to time.

Please enter my name on the register of members of the organisation.

Signature

Date

Twitter account name (if applicable)

Would you like more information about opportunities to be involved with us? ☐ Yes ☐ No

### Data protection statement

We collect your information and process it in accordance with the Data Protection Act 1998. We will only use your information for the purposes of your membership of the company. Your information will not be shared with third parties without your consent or unless required by law.

When you have completed this form please return it to any member of TMO staff or post it to:  
The Company Secretary  
The Royal Borough of Kensington and Chelsea Tenant Management Organisation Limited  
FREEPOST RLYX-BE2B-CLYB  
346 Kensington High Street  
London W14 8NS

### FOR TMO USE ONLY

Submitted by \_\_\_\_\_  
Verified eligible by \_\_\_\_\_ Occupancy \_\_\_\_\_ Date \_\_\_\_\_  
Membership no \_\_\_\_\_ Date entered \_\_\_\_\_  
Occupancy key: tenant = T leaseholder = LH



## CONTACT US



Kensington & Chelsea TMO,

Unit A, 292 Kensal Road, London W10 5BE



www.kctmo.org.uk



@kctmo



Finished reading me? Recycle me!



Residents told us they wanted to see contact details for our services as well as advice about where to use our website for free!



We include a translated statement in *Link* to ensure it is accessible to all residents in the borough. We arrange translators for those who do not speak English, and signpost to local English classes.

Did you know you can access our website for free at the Network Hub reception?

## YOUR LOCAL HOUSING OFFICES

### Network Hub

Unit A, 292 Kensal Road  
London W10 5BE  
Open weekdays 9am-5pm

### World's End Estate Office

Blantyre Street  
London SW10 0DS  
Open weekdays 9am-5pm

### Lancaster West Estate Office

1 Station Walk  
London W11 1AH  
Open Monday to Thursday  
8.30am-4.30pm  
Friday 8.30am-1pm



Do you want this information in any other format or language?  
Contact us on one of the numbers below and we will do our best to meet your needs.

### Arabic

هل ترغب في توفير هذه المعلومات بأي تنسيق آخر أو لغة أخرى؟ اتصل بنا على الرقم التالي، وسنحاول أن نجلب ما تحتاجه.

### Bengali

আপনি কি অন্য কোন ফরম্যাট বা ভাষাতে এই তথ্যটি চান? নীচের নম্বরে আমাদের সঙ্গে যোগাযোগ করুন, আপনার চাহিদা পূরণ করতে আমরা আমাদের সেরাটা দেব।

### Farsi

آیا می خواهید این اطلاعات به شکلی دیگر یا به زبان دیگری ارائه شود؟ با شماره زیر یا ما تماس بگیرید و ما نهایت تلاش خود را انجام می دهیم تا نیازهای شما را برآورده کنیم.

### French

Voulez-vous ces informations dans un autre format ou dans une autre langue? Contactez-nous au numéro ci-dessous et nous ferons de notre mieux pour satisfaire à vos besoins.

### Portuguese

Deseja obter esta informação noutro formato ou idioma? Contacte-nos através do número abaixo e faremos o possível para ir ao encontro das suas necessidades.

### Somali

Ma rabtaa macluumaadkan oo hab kale u diyaarsan ama ku qoran luuqad kale? Nagala soo xiriir lambarka hoose, waxaan ku dadaali doonnaa intii karaankeenna ah inaan daboolno baahiyahaaga.

### Spanish

¿Requiere esta información en otro formato o idioma? Comuníquese con nosotros llamando al siguiente número, haremos todo lo posible por ayudarle.

We can also provide large print, audio file and Braille formats on request.

