

Response of the Royal Borough of Kensington & Chelsea Council to Questions and Concerns Submitted in Week One, 28th July 2017

Air Quality and Environmental Concerns

Question	Response
<p>There is still debris in surrounding gardens and on balconies – how will that be dealt with and when?</p>	<p>If people have waste material or debris from the fire at their property, they can contact Streetwise:</p> <p>The Refuse Waste Management team at Kensington and Chelsea Council, to make arrangements to collect it.</p> <p>Telephone: 020 7361 3001</p>
<p>How are Public Health keeping people informed about what substances they are monitoring in the air, how they are doing this and what their findings are in a way that is easy for people to understand?</p>	<p>Public Health England (PHE) publishes reports every week containing the air quality data from the monitoring locations around the site. The reports contains data tables, graphs and photographs of where the equipment is based, alongside an explanation of the data. These reports along with further public health advice can be found online. Regular updates are being sent to residents via the printed newsletters and updates via social media.</p> <p>Website: https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire</p> <p>If residents have questions about PHE’s advice/reports for Grenfell Tower then they can call the North West London Health Protection Team, or they can email the PHE Enquiries mailbox.</p> <p>Telephone: 020 3326 1658 Email: PHE.enquiries@phe.gov.uk</p>
<p>Where can people go for more information if they have concerns about the air quality?</p>	<p>Daily monitoring is ongoing following the Grenfell Tower fire and this shows no detectable deterioration in air quality. PHE advises that there is currently no wider risk to people’s health related to air quality linked with the fire and PHE continues to monitor the situation closely.</p> <p>People who were close to the scene and exposed to smoke from the fire may have experienced irritation to their air passages, skin and eyes, and respiratory symptoms including coughing and wheezing, breathlessness, phlegm production and chest pain. People who continue to experience symptoms should call NHS 111 for medical advice.</p> <p>Telephone: 111</p> <p>If people don’t have a GP, they can register for one online at www.nhs.uk by entering their postcode, or call 020 8962 4600. The line is open from</p>

	<p>9am to 5pm, Monday to Friday. People can also ring NHS 111 for health advice 24 hours a day, seven days a week.</p> <p>Telephone: 020 8962 4600 Email: www.nhs.uk</p>
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Involving Local People

Question	Response
<p>How is the council going to make sure that the skills and knowledge of survivors, local residents and local organisations are recognised and used to shape new strategies going forward?</p>	<p>The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design. The Council is currently considering a strategy of how to achieve this so as to ensure a multi agency approach with clear governance, shared vision and common language. We will do this by consulting widely with residents, community groups and other members of the public over the coming weeks on how we can best work together to achieve this.</p> <p>Engagement with the community is fundamental to this through open and transparent working. We will achieve this by establishing community-led governance arrangements which are representative of all communities. This will involve setting up platforms for two way communication and feedback to increase transparency and inform plans. This will support the development of a sustainable long term model that is adaptable over time and responds to the changing needs of the community. Supporting this will be Subject Matter Experts relating to trauma and shared governance arrangements that ensure clear lines of accountability and community led arrangements. This work will include the involvement of local stakeholder groups formed in response to the Grenfell fire.</p>
<p>Is there going to be a new community engagement plan that is co-designed and co-delivered going forward? How are you going to achieve this?</p>	<p>The council is developing a multi-agency community engagement plan that is co-designed with community organisations, feedback from residents and local organisations.</p> <p>If residents have recommendations for how the community should be engaged with, they can email CommunityEngagement@rbkc.gov.uk.</p> <p>Email: CommunityEngagement@rbkc.gov.uk</p>
<p>Can the community be involved in choosing the services provided?</p>	<p>The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design. The Council is currently considering a strategy of how to achieve this so as to ensure a multi agency approach with clear governance, shared vision and common language. We will do this by consulting widely with residents, community</p>

	<p>groups and other members of the public over the coming weeks on how we can best work together to achieve this.</p> <p>Engagement with the community is fundamental to this through open and transparent working. We will achieve this by establishing community-led governance arrangements which are representative of all communities. This will involve setting up platforms for two way communication and feedback to increase transparency and inform plans. This will support the development of a sustainable long term model that is adaptable over time and responds to the changing needs of the community. Supporting this will be Subject Matter Experts relating to trauma and shared governance arrangements that ensure clear lines of accountability and community led arrangements. This work will include the involvement of local stakeholder groups formed in response to the Grenfell fire.</p>
<p>People want to know who the decision makers are so they could work with them to co-plan and co-deliver going forward.</p>	<p>Information on the Royal Borough of Kensington and Chelsea Senior Leadership team be found here: https://www.rbkc.gov.uk/council-and-democracy/how-council-works/making-decisions/senior-leadership-team</p>

Getting Support

Question	Response
<p>Why do residents from surrounding homes have to go to agencies for support – why aren't agencies going to them?</p>	<p>We have engaged, and are continuing to engage with the national, local and community organisations that are delivering the universal and targeted offer to ensure that they are able to meet all the needs that they are experiencing and are able to continue to do so.</p> <p>To support this, a grant programme has been managed by the local authority and, to date, we have provided in excess of £1m to 13 organisations for additional mental health and emotional wellbeing support.</p> <p>We are funding a large established local provider, Hestia, to build upon the additional provision that they have put in place since the fire to rapidly expand their outreach and support offer, to implement 'Resilience Groups, to strengthen their offer of voluntary counselling support, to improve referral pathways between specialist and community services and to develop a 'Recovery Café' model in North Kensington.</p> <p>We have responded to community feedback to put support in place for those that are requiring help overnight. In the first instance, this has been delivered via a converted bus, which has been staffed by outreach workers from Hestia, as well as an overnight outreach offer, which is being delivered by Total Family Coaching at the Harrow Club.</p> <p>NHS staff are outreaching – increasingly targeting particular blocks and</p>

	<p>resident’s associations but continuing to visit hotels, knocking on doors and attending community centres to provide emotional support and to help with arranging GP appointments or access to other appropriate services as required. In addition, the Single Point of Access phone line provides the gateway to wider NHS support – 24/7.</p> <p>Telephone: 0800 023 4650 Email: cnw-tr.spa@nhs.net</p> <p>Further support can be accessed by contacting the Care for Grenfell team, which has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.</p> <p>Care for Grenfell can be contacted by: Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>
<p>People living in surrounding buildings that were affected were told that they would be evacuated, they packaged bags but are still there. When will they get help?</p>	<p>Support can be accessed by contacting the Care for Grenfell team, which has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.</p> <p>Care for Grenfell can be contacted by: Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>
<p>Is there a plan for ensuring that each person has a key worker? What is this plan?</p>	<p>There is a plan for ensuring that every resident who has been affected by Grenfell has access to and receives the most appropriate support. Support offered by Key Workers ranges from help to obtain documents such as passports and driving licences, through to psychological support, as well as housing, education and health assistance.</p> <p>To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker:</p> <p>Telephone: 020 7745 6400 Email: GrenfellTowerKeyWorkerHub@rbkc.gov.uk.</p> <p>The line is open Monday to Friday, 9am to 5pm. There is more support available through special advisers and support workers. However, we will make sure that everyone affected by the fire have the right support from them.</p> <p>Telephone Out-Of-Hours: 020 7373 2227</p> <p>In order to increase our capacity to meet demand for support we are commissioning additional services to enhance the current Key Worker</p>

	<p>offer. This is making available additional support workers to be allocated to individuals and their families affected by the fire that have not been allocated a Key Worker and needs additional support.</p> <p>This support can be accessed by contacting the Care for Grenfell team, which has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire. The team will work closely with Key Workers and partner agencies to ensure those directly affected receive the right level of service and support. They will also ensure a clear escalation route for any outstanding or unmet concerns.</p> <p>Care for Grenfell can also be contacted if you are unable to get any resolution from the Key Worker hub on:</p> <p>Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>
<p>People have reported key workers taking annual leave and people being left without support. Are there provisions in place to ensure annual leave is covered?</p>	<p>No one should be left without support because their key worker has gone on annual leave. There are systems in place to ensure that residents continue to receive the support they need where a key worker is unavailable either through planned or unplanned leave. A 24-hour 7 days per week duty system is in place and this can be reached by phone by calling the key work hub, or alternatively people can call the out-of-hours team.</p> <p>Telephone: 020 7745 6400 Telephone Out-Of-Hours: 020 7373 2227</p> <p>Where a key worker is away on planned annual leave the residents that they are supporting will continue to be supported through the key worker buddying system. Under this system each key worker is matched with another key worker, who has responsibility for continuing to provide support in their absence.</p>
<p>Are there ways people can get support without the use of a key worker? Have these been explored?</p>	<p>There are a wide variety of ways that people can get support without the use of a key worker. These have been and will continue to be fully explored. We have set up the Care for Grenfell Team which can quickly pick up and resolve questions and queries from residents looking for additional support. The service can also signpost people to the most effective support for their individual needs. We are enhancing the offer to provide a provide practical and solution focused support to a wide range of residents. For residents whose needs relate to housing specifically they can contact the housing service directly and be allocated a Housing Officer to work on their behalf.</p> <p>In response to individual feedback regarding issues about handling cash and difficulty in accessing financial support and a need to move to a personalised needs led approach, we have introduced the option of residents being given pre-paid cards as an alternative way of accessing</p>

	<p>financial support. Some of the benefits pre-paid cards are that they can be set up within hours and distributed to residents, unlike bank transfers which can take several working days to process, and can be used anywhere. Once set up they can be topped up instantly or they can be set up with regular payments, removing the need for repeat applications for funding.</p> <p>Another massive area of support continues to be through volunteers operating locally. We are working closely with individuals and organisations to enhance the support we can give, to enable volunteers to have a well-supported and effective long term role in supporting and advocating on behalf of those affected. We will continue to work closely with those directly affected and with the wider community as we further develop the broader support offer for the short, medium, and long term to make sure that people get the best and most appropriate support for them.</p> <p>Further support can be accessed by contacting the Care for Grenfell team, which has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.</p> <p>Care for Grenfell can be contacted by: Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>
<p>What support is available for young people?</p>	<p>There is a range of support available for young people from the council and from community organisations</p> <p>We provided immediate support in schools and children's centres, ensuring that all school staff have been supported via the Educational Psychology and NHS Child Mental Health Services and we have secured additional counselling support for every school that has asked for additional support, which will continue to be available when schools return in September.</p> <p>There are also a range of summer activities for children and young people, including specific activities to provide emotional support, such as art and drama therapy. Details can be found in the Summer in the City brochure, which has been provided to all children via their school and is online.</p> <p>Website: http://mysummerinthecity.org.uk/</p> <p>People under 25 can call Childline any time and have a one-to-one chat with a supportive, trained counsellor any time, day or night.</p> <p>Telephone: 0800 11 11</p> <p>Kooth is a free online counselling and emotional well-being service for</p>

	<p>children aged 11-19. The service can provide one-to-one sessions with accredited counsellors, fully moderated peer-support and online articles.</p> <p>Website: https://kooth.com/</p> <p>NHS Go provides health information for young people under the age of 25, including advice on coping with stress after a major incident.</p> <p>Child Bereavement UK is offering free drop-in sessions at hotels to offer help, support and information for local people who have been affected by the Grenfell Tower fire including young people or family members bereaved of a child of any age. More information can be found by calling the Child Bereavement helpline on or visiting their website. The line is open Monday to Friday, 9am to 5pm.</p> <p>Telephone: 0800 028 8840 Website: https://childbereavementuk.org/</p> <p>Those requiring an urgent mental health response for themselves or on behalf of a young person should call the 24-hour support line email. Please let the operator know you are calling as a result of the Grenfell Tower fire.</p> <p>Telephone: 0800 0234 650 Email: cnw-tr.spa@nhs.net</p> <p>More information on regular updates can be found online via the newsletter which is being regularly circulated and is available online.</p> <p>Website: https://grenfellresponse.org.uk/ Twitter: @grenfellsupport Facebook: https://facebook.com/grenfellsupport</p>
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Emotional Support

Question	Response
<p>Concerns have been raised about the local risk for suicide. What support is available?</p>	<p>We commission the Campaign Against Living Miserably (CALM) that seeks to prevent suicide to men in the UK of any age who are down or in crisis (Get Help - Campaign Against Living Miserably)</p> <p>Telephone: 0808 802 5858</p> <p>Furthermore, the local authority is funding 'Journey of Hope' to launch their suicide prevention programme in North Kensington. This focusses on outreach to identify those at risk, building resilience, the delivery of non-clinical care, peer-support and the progress towards specific targets.</p> <p>Anyone who needs urgent mental health support can call the dedicated NHS response service number where their needs will be assessed and appropriate mental health support services as well as information and</p>

	<p>advice will be provided. This is available 24 hours a day. Please let the operator know you are calling as a result of the fire at Grenfell Tower.</p> <p>Telephone: 0800 0234 650 Email: cnw-tr.spa@nhs.net</p>
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Getting Information

Question	Response
Who are the decision makers within the council? Can they be made more visible to the public?	Information on the Royal Borough of Kensington and Chelsea Senior Leadership team be found here: https://www.rbkc.gov.uk/council-and-democracy/how-council-works/making-decisions/senior-leadership-team
Have you got plans to make the RBKC website more accessible?	The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.
Can you make it easier to know where to go for information?	<p>The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.</p> <p>Information is delivered through residential newsletters, letters, social media channels, websites and via press releases. The newsletters are delivered three times a week to the Curve assistance centre, and hotels where displaced residents are temporarily located. Further updates are available online.</p> <p>Website: https://grenfellresponse.org.uk/ Twitter: @grenfellsupport Facebook: https://facebook.com/grenfellsupport</p>
Trust has been lost as to date may people have not had responses to their queries – what are	The Care for Grenfell team has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.

<p>you going to do to change this?</p>	<p>Care for Grenfell can be contacted by: Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>
<p>Information is being provided but not always the information requested – how are you going to change this?</p>	<p>The Care for Grenfell team has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.</p> <p>Care for Grenfell can be contacted by: Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>
<p>What outreach work is the council doing?</p>	<p>We have responded to community feedback to put support in place for those that are requiring help overnight. In the first instance, this has been delivered via a converted bus, which has been staffed by outreach workers from Hestia, as well as an overnight outreach offer, which is being delivered by Total Family Coaching at the Harrow Club.</p> <p>NHS staff are outreaching – increasingly targeting particular blocks and resident’s associations but continuing to visit hotels, knocking on doors and attending community centres to provide emotional support and to help with arranging GP appointments or access to other appropriate services as required. In addition, the Single Point of Access phone line provides the gateway to wider NHS support – 24/7.</p> <p>Telephone: 0800 023 465 Email: cnw-tr.spa@nhs.net</p> <p>Further support can be accessed by contacting the Care for Grenfell team, which has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.</p> <p>Care for Grenfell can be contacted by: Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>

Support for Vulnerable People

There are reports of people setting themselves up a ‘community leaders’ and harassing survivors to sign up with particular law firms. As a result, some people are too frightened to seek help for housing and other support.

Question	Response
<p>How are you informing people of their entitlements?</p>	<p>The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.</p> <p>Information is delivered through residential newsletters, letters, social media channels, websites and via press releases. The newsletters are delivered three times a week to the Curve assistance centre, and hotels where displaced residents are temporarily located. Further updates are available online.</p> <p>Website: grenfellresponse.org.uk/newsletter-archive Twitter: @grenfellsupport Facebook: https://facebook.com/grenfellsupport</p>
<p>How are you informing people of what they are entitled to?</p>	<p>The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.</p> <p>Information is delivered through residential newsletters, letters, social media channels, websites and via press releases. The newsletters are delivered three times a week to the Curve assistance centre, and hotels where displaced residents are temporarily located. Further updates are available online.</p> <p>Website: grenfellresponse.org.uk/newsletter-archive Twitter: @grenfellsupport Facebook: https://facebook.com/grenfellsupport</p>
<p>Is there advice available on what to do if you are contacted by a person calling themselves a 'community leader'?</p>	<p>The Council are the accountable local body for projects and services related to the Grenfell recovery process. The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working. We will do this by consulting widely with residents, community groups and other members of the public over the coming weeks on how we can best work together to achieve this.</p>

Missing People

People feel that the number of people who have died is greater than 80. People know people who are missing following the fire.

Question	Response
Why has the number not increased?	Please refer to the Metropolitan Police website which has all recent updates open to the public: http://news.met.police.uk/news/latest-grenfell-tower-fire-investigation-250453
How have you come up with the number of 80 to date?	Please refer to the Metropolitan Police website which has all recent updates open to the public: http://news.met.police.uk/news/latest-grenfell-tower-fire-investigation-250453
When do you expect an updated number to be released?	Please refer to the Metropolitan Police website which has all recent updates open to the public: http://news.met.police.uk/news/latest-grenfell-tower-fire-investigation-250453
Can you provide a list of people who have died and a list of people who are missing?	Please refer to the Metropolitan Police website which has all recent updates open to the public: http://news.met.police.uk/news/latest-grenfell-tower-fire-investigation-250453

Support for People Who Feel Excluded

Question	Response
What support is available for those who were not from the Tower but need support, for instance people whose families died but they are from out of area?	<p>Support offered by Key Workers ranges from help to obtain documents such as passports and driving licences, through to psychological support, as well as housing, education and health assistance.</p> <p>To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker:</p> <p>Telephone: 020 7745 6400 Email: GrenfellTowerKeyWorkerHub@rbkc.gov.uk.</p> <p>The line is open Monday to Friday, 9am to 5pm. The team can be contacted out-of-hours on There is more support available through special advisers and support workers. However, we will make sure that everyone affected by the fire have the right support from them.</p> <p>Telephone Out-Of-Hours: 020 7373 2227.</p> <p>In order to increase our capacity to meet demand for support we are commissioning additional services to enhance the current Key Worker offer. This is making available additional support workers to be allocated to individuals and their families affected by the fire that have not been allocated a Key Worker and needs additional support.</p> <p>This support can be accessed by contacting the Care for Grenfell team,</p>

	<p>which has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire. The team will work closely with Key Workers and partner agencies to ensure those directly affected receive the right level of service and support. They will also ensure a clear escalation route for any outstanding or unmet concerns.</p> <p>Care for Grenfell can also be contacted if you are unable to get any resolution from the Key Worker hub on:</p> <p>Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>
<p>People are informed that they will have Policy Family Liaison Officers. How does a person access this support?</p>	<p>The Police Family Liaison Officers (FLOs) are only being deployed to families of the deceased and have been deployed to individuals who were so critically injured that it was believed that their conditions were life threatening. The role of the FLO is purely investigative and to maintain a two-way channel of communication between families and the investigation team.</p> <p>Any emotional/health support will be provided by other key agencies and charities which police will signpost to as needs become apparent.</p>

Housing

Question	Response
<p>What is the process for rehousing people?</p>	<p>Since the fire, our Housing team have been working to make good-quality, permanent homes available for residents from Grenfell Tower and Grenfell Walk. As well as speeding up the completion of homes in Kensington Row, the council has also purchased new homes in Hortensia Road. Other suitable permanent homes are in the council's pipeline and will be made available as soon as they are ready.</p> <p>For some weeks, we have been working directly with bereaved families to show them permanent homes that might be suitable for them. Some have already accepted offers and are preparing to move in.</p> <p>We are continuing to work closely with the bereaved to make sure they all find homes they are happy with. We are also beginning to show available permanent homes to non-bereaved families from Grenfell Tower and Grenfell Walk, so they can tell us which ones they like.</p> <p>We recently wrote to all residents from Grenfell Tower and Grenfell Walk whose homes were destroyed in the fire to give them the information they need to access the Home Connections website, where they can see these homes and express their interest in as many as they like. The process is explained in the Helping you find a new home guide which has been sent to every household, and is available online.</p>

<p>How will you keep people updated on rehousing?</p>	<p>Everyone has a dedicated Housing Officer who is working with them to make sure they get the right support and assistance they need to make a decision about their new home. Once someone has accepted an offer of a permanent home we will provide support to help their move go as smoothly as possible.</p> <p>As with temporary accommodation, no one is under pressure to accept the offer of a permanent home they do not feel is right for them. No one will be made homeless or penalised in any way if they reject an offer. Understanding the reasons why someone does not feel the offer is right for them will help us find them a suitable permanent home more quickly.</p> <p>The government and Kensington and Chelsea Council have given a promise that they will find everyone affected from Grenfell Tower and Grenfell Walk a permanent home they are happy with within 12 months. We are committed to honouring that promise but are ambitious to do so sooner.</p> <p>However, the exact pace of choosing and moving in to permanent homes must move at a speed that residents are comfortable with. We will not rush anyone into making a decision about their permanent home, and we will continue to make offers until we find the right home for everyone. This is why Housing Officers are working closely with every household to understand their individual needs.</p>
<p>Residents in some surrounding flats e.g. Bramley House are still paying their usual rent, utility bills and council tax. Will this be reviewed?</p>	<p>Rent and building-related service charges will be suspended at Bramley House and Treadgold House until 28 January 2018.</p> <p>There will also be no charges for water rates, digital television or parking facilities at Bramley House and Treadgold House until Sunday 10 September 2017.</p> <p>Kensington and Chelsea council has written to residents in these blocks to inform them of the suspension of these charges.</p> <p>For more information, residents of Bramley House and Treadgold House:</p> <p>Telephone: 0800 137 111</p> <p>If you are a Leaseholders an want to arrange refunds:</p> <p>Telephone: 020 7605 6464</p>