

Grenfell Support News

Rent, service charge and council tax update



For residents of the Walkways, Bramley and Treadgold House and Verity Close, the Council will be extending the rent, service charge and council tax free period for one week until **Sunday 4 February**. We will be writing to residents this week to confirm this extension.

Following feedback and concerns raised by residents about services on Lancaster West, we are looking again at the proposed level of rent and service charges. We will let residents know next week what they will need to pay from **Monday 5 February**.

We understand that residents need certainty over these charges as soon as possible but we are determined to listen to the feedback we have received.

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For regular updates please follow us

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

 facebook.com/grenfellsupport

 www.grenfellresponse.org.uk

The newsletter is also available in Arabic and Farsi languages.

Update on Grenfell Tower

The Independent site management team who are responsible for the tower have provided the following update:

We understand and share the desire of the community to complete the scaffolding and wrapping around Grenfell Tower as soon as possible. Together with the Metropolitan Police we will ensure that the Tower site is managed sensitively and that you are updated at the earliest opportunity of our activity.

Each floor takes approximately seven days to complete with scaffolding and wrapping. At the moment we have completed nine floors. We estimate that the tower will be fully wrapped by **30 May 2018**. This is a delay of around five weeks as poor weather over the Christmas period meant we had to stop work.

We understand how sensitive this issue is for bereaved families, survivors and those living around Grenfell Tower, and the site will continue to operate seven days a week to complete the operation.

The police have advised us that Grenfell Tower will remain a crime scene until around July 2018.

While more than a year will have passed since the disaster, the police have had to take as much time as necessary to complete what is a painstaking investigation. We continue to manage the site to ensure first and foremost that the police can complete their work.

Legal advice can protect your housing rights

The Law Society strongly encourages you to take advice from a housing lawyer before accepting any housing offer. You are likely to be able to get free legal advice about this. The North Kensington Law Centre, Citizens Advice, Shelter or a housing solicitor will be able to tell you if you are able to get free advice, and if so where you can get it.

Find out more:

lawsociety.org.uk/for-the-public/getting-expert-help/grenfell

Housing information service at The Curve

The housing service at The Curve Community Centre has been reduced to two drop-in sessions.

The drop-in sessions are held on a weekly basis.

Tuesday: 2pm to 4pm

Thursday: 5pm to 7pm

If you wish to make an appointment for either drop-in session you can call **07803 442202** or **07803 442186**.



Care for Grenfell

The Care for Grenfell team helps anyone who has been affected by the Grenfell tragedy and offers a single point of access to all Council services and support.

The team works to resolve and direct enquiries to the most appropriate people and ensure residents and their families are provided with the care and support they need.

Through Care for Grenfell the Council is providing long-term support for people from the tower, surrounding area and the wider community.

This phone line is open from 8am to 8pm and also provides an out-of-hours service which can be reached on the same number.

Call: **020 7745 6414**

Email: **careforgrenfell@rbkc.gov.uk**

Overnight NHS support

Come and have a chat and a cup of tea with Hestia, Central and North West London NHS Foundation Trust, and the Drug and Alcohol Service. They are based overnight at the **Notting Hill Methodist Church, Lancaster Road**, from **10pm to 8am** to help and listen to those who need it.

As always, the NHS helpline is available all day, every day, on **0800 0234 650** or at **cnw-tr.spa@nhs.net**

Come along to the Lancaster West Estate Ideas Day

The Lancaster West estate is going to receive a multi-million-pound refurbishment and we would like residents to help us design the upgrade with us.

If you are a Lancaster West resident, we want to invite you to a meeting organised with the Lancaster West Residents' Association. You can meet the architects who will plan the redesign and find out how you can tell them what you want. You will take the lead - it is your estate and you will be in control.

The 'Lancaster West Ideas Day' will be held on **Saturday 27 January** from **11am to 4pm** at the **Kensington Leisure Centre, Silchester Road**.

As well as the chance to have your say on what you like and don't like about the estate, you can take part in one of the free sessions at the leisure centre. Residents can try out a new sport, relax with a massage or exercise in the centre's excellent facilities. For more details, please email steve.jacobs@rbkc.gov.uk

Come and work at The Curve Community Centre

"The love, courage, resilience and humanity of this community is awe inspiring!" - These are the words of a dedicated Curve worker. Do you have what it takes to support the Grenfell community? Would you like to join the team? Apply for jobs here ats-rbkc.jobsgopublic.com/vacancies/list

Activities and events at The Curve Community Centre

Next week at The Curve Community Centre

Monday 29 January

- Introduction to becoming a teaching assistant - 10am to 1pm - nine-week course - please book as places are limited
- More learning & play - 12pm to 3pm - please book as places are limited
- Homework Club - 5pm to 6.30pm - 11 to 16 year olds

Come along with your homework, and an experienced tutor will be on hand to support you.

- Emotional and practical support for parents. Drop in during Homework Club - 5pm to 7pm

Tuesday 30 January

- Helping children deal with loss - 10:30am to 12:30pm - (six-week programme)
- Sewing Club - 10am to 4pm
- English as a Second Language (ESOL) - 9.30am to 12pm and 12.30pm to 2.30pm

- How to manage stress - 2pm to 4pm - (session two of three)
- Children's yoga - 5pm to 6:30pm - 5 to 12 years' old

Come and join in for a healthy, relaxing fun activity, which is open to girls and boys.

Wednesday 31 January

- Parenting seminars (Triple P seminar series) - 10am to 12pm
- Coffee morning - 10am to 12pm
- Introduction to volunteering - 1pm to 3pm - please book as places are limited
- Dry January: Alcohol awareness, advice and information - 2pm to 4pm
- Book your children's healthy snack time after school - 4pm to 4.45pm (maximum 12 children)
- Homework Club - 5pm to 6.30pm - 5 to 11 year olds

Come along with your homework, and an experienced tutor will be on hand to support you.

Thursday 1 February

- Helping children deal with loss - six-week programme - 10:30am to 12:30pm
- Baby massage in the crèche - 11am to 12pm - please book in advance
- Chair yoga - 2pm to 3pm - drop in
- Book your children's healthy snack time after school - 4pm to 4.45pm (maximum 12 children)
- Therapeutic arts - 5pm to 6:30pm - 5 to 11 years' old

Art workshops with different arts projects each week to stimulate your creative senses. Limited spaces, booking required.

- MEND family activity - 4pm to 4.45pm



The Curve Community Centre opening hours are **10am to 8pm Monday to Friday** and **11am to 6pm on weekends**.

Some sessions need to be booked in advance to secure your place, so email thecurve@rbkc.gov.uk and they will confirm your reservation by return.



For a full list of events visit

grenfellsupport.org.uk/thecurve/events

Support services on offer

Anyone who would like to speak to the police in relation to the investigation into the fire is asked to contact the Met Police on **0800 032 4539**.

Important Contacts

Bereavement support

Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk. The line is open 24 hours a day.

Replacement UK passports, visas or immigration queries

Call our advice line on **0300 303 2832**. The line is open 24 hours.

Air quality and smoke exposure

If you have concerns about any symptoms, please see your doctor or call NHS **111**.

Housing support

If you have any questions about housing or want to find out who your housing officer is please call **0800 137 111** or **020 7361 3008**.

Victim support

Call **0808 1689 111** for practical and emotional support, or visit victimsupport.org.uk. The line is open 24 hours a day.

The Grenfell Muslim Response Unit also offers additional support. Find out more by emailing info@gmru.co.uk

You can also get physical and mental support at **The Curve Community Centre**. Find out more by calling **07712 231 133**.

Housing update

Grenfell Tower and Grenfell Walk



We have committed £235 million to finding new homes for residents and have now secured 300 properties for families. We invite households to choose which properties they want to view from all those available on our Home Connections website. Households currently living in temporary accommodation provided by the Council or our partners, also have the option to make these properties their permanent home if they wish. For those households living in hotels and who wish to move into a temporary home, we will help to find private rented accommodation. We will help with furniture, bedding, crockery and cutlery, white goods and utilities.



Total number of households



Households in emergency accommodation



Households moved into accommodation

Temporary 58
Permanent 54



Accommodation offers accepted

Temporary 6
Permanent 41

These numbers are accurate as of **26 January 2018**



Give the Council feedback

Our aim is to provide high quality services in everything we do.

If you think we have let you down, please tell us so that we can put things right. This will also help us to ensure that people have fewer problems in future.

We welcome any suggestions on how we can improve services; we are interested in your views. You can send us your feedback online using our comments, complaints and compliments online form here:

www.rbkc.gov.uk/council/comments-complaints-feedback/making-complaint

How can we improve Grenfell Support newsletter?

The newsletter has taken on board feedback from residents to improve content and design.

If you have any ideas for articles for this newsletter, email us on CommsTeam@rbkc.gov.uk

You can now subscribe to receive this newsletter via email, use this link to sign up grenfellsupport.org.uk/newsletters