



14 November 2017

Dear Resident

I know that the past few months since the Grenfell Tower tragedy have been extremely difficult for you and your family. We recognise that the fire and its aftermath were very disruptive for residents of the Walkways. We are committed to doing everything we can to help you rebuild your lives over the weeks and months ahead.

This letter sets out our commitments to you as a resident of the Walkways who is currently in hotel accommodation. Its contents apply primarily to Council tenants and to households who were placed by the Council in temporary accommodation on the Walkways before the fire. If you are a private tenant on the Walkways and need support, please contact the Grenfell Housing Team on 020 7361 3034.

The Council's commitment to the Lancaster West Estate

Our primary commitment is to invest in the Lancaster West Estate to make it a great place to live and to ensure that everyone who lives there feels safe and secure in their own home.

Work is already taking place but we will be drawing up wider plans for the improvement and refurbishment of the estate. Residents will be at the heart of these plans.

We hope that you will want to return to your home on the Walkways, though we recognise that this will not be the case for everyone. If you want to move back now, we will move your belongings out of hotels and back into your home. We can ensure that homes are cleaned and redecorated and that any repairs required are made. We can also offer practical advice and support. Your dedicated housing officer or the Lancaster West Neighbourhood Team can give you more information about the support available.

We recognise that many of you face difficult decisions about your future and we are committed to giving you time to consider your future on the estate.

Interim accommodation

In the meantime, we recognise that hotels are not a suitable place for anyone, especially families with children, and we are committed to helping you move into more suitable accommodation as soon as possible.

This is why we are working hard to make available good quality local private rented accommodation. If you are a lead Council tenant and you wish to look for a private rented property yourself that suits your family's needs and is in an area you like, you can do so. The enclosed factsheet will give you more guidance on this process and we would encourage you to discuss your options with your dedicated housing officer.

Rent and service charges

You will pay no rent or service charges until 28 January 2018. From 29 January 2018 you will pay the same rent as you did in your Walkways property, whether you are in your home on the Walkways or in private rented accommodation.

The Council will cover any difference between your Walkway rent and service charge (excluding heating and hot water) and the cost of your interim accommodation. Your council tax will also be capped at the same level as your Walkways property.

This arrangement will remain the same until at least the end of June 2018.

Changes to financial allowances

We will continue to provide you with financial support to help you move out of hotels into more suitable accommodation. You will continue to receive £300 per adult per week, and £150 per child per week (age 0-5) for the first two months after moving out of hotel accommodation, followed by two months' support of £150 per adult per week, and £75 per child per week (age 0-5).

Permanent rehousing options

We understand that some of you may decide that you do not feel able to return to your homes on the Walkways in the long-term. This is why we are currently consulting on a draft Walkways Rehousing Policy.

If you are a Walkways Council tenant or were placed by the Council in temporary accommodation on the Walkways before the fire and you choose not to return to the estate, the draft policy gives you the option of applying for 900 rehousing points.

This will give you a priority status on the Housing Register equal to people who need to be rehoused on medical grounds. You will then be able to bid for properties and make an offer through the Council's CBL (Choice Based Letting) system, Home Connections.

We are committed to consulting as fully as possible on the draft policy and would welcome your views and opinions. The draft policy and consultation booklet is enclosed

and also available online (at www.rbkc.gov.uk/walkwaysconsult) and we will be in touch in due course with details of consultation events.

If you are a Walkways leaseholder, we recognise that you face different challenges and require different solutions. We will therefore be developing a separate policy for those who own a home on the Walkways in consultation with leaseholders.

If you are a private tenant or lodger and wish to be rehoused, we will help you find a new affordable private rented tenancy. Where possible, the Council will negotiate a long tenancy term.

The following documents are enclosed with this letter:

- Frequently Asked Questions (FAQs)
- Factsheet on Private Rented Sector accommodation
- Draft Walkways Rehousing Policy
- Consultation booklet and feedback form (also available online at www.rbkc.gov.uk/walkwaysconsult)

If you have any questions about the contents of this letter, please speak to your dedicated Housing Officer or contact the Grenfell Housing Team on 020 7361 3034.

I and my colleagues remain committed to helping you now and into the future.

My very best wishes



Councillor Kim Taylor-Smith
Deputy Leader and Lead Member for Grenfell Recovery, Housing and Property

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Grenfell Enquiries Team

Call 020 7361 3034