



14 November 2017

Dear Resident

I know that the past few months since the Grenfell Tower tragedy have been difficult for you and your family. I recognise that the fire and its aftermath were very disruptive for residents of the Walkways and I would like to take this opportunity to thank you for your patience and for supporting us in our efforts to rebuild the community on the estate. We are committed to doing everything we can to support you in the weeks and months ahead.

This letter sets out our commitments to you as a resident of the Walkways who has remained on or returned to the estate.

### **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 feel safe and secure in their own home.

Some 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 this process.

In the meantime, we can help you with cleaning, redecorations and repairs and can offer practical advice and support. The Lancaster West Neighbourhood office can give you more information about the support available to you.

### **Rent and service charges**

You will pay no rent or service charge until 28 January 2018. From 29 January 2018 you will pay your normal Walkways rent, service charge, utilities and council tax.

## Permanent rehousing options

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

If you are a Walkways Council tenant or were placed in temporary accommodation on the Walkways before the fire and you choose not to remain on 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 express an interest in properties and make an offer through the Council's CBL (Choice Based Letting) system, Home Connections.

We recognise that many of you face difficult decisions about your future and we are therefore committed to giving you time to consider your future on the estate. There will be no time limit for applying for priority status.

We are committed to consulting as fully as possible on the draft policy and would welcome your views and opinions. The draft policy and feedback form is available online (at [www.rbkc.gov.uk/walkwaysconsult](http://www.rbkc.gov.uk/walkwaysconsult)). We will be in touch in due course with details of consultation events.

If you are a Walkways leaseholder wishing to be rehoused, 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 on the Walkways and need support, please contact the Grenfell Housing Team on 020 7361 3034.

The following documents are enclosed with this letter:

- Frequently Asked Questions (FAQs)
- Draft Walkways Rehousing Policy
- Consultation booklet and feedback form (also available online at [www.rbkc.gov.uk/walkwaysconsult](http://www.rbkc.gov.uk/walkwaysconsult))

If you have any questions about the contents of this letter, please 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**