



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 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 residents of the Lancaster West estate in a serviced apartment.

### **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.

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.

We hope that you will want to return to your home to the Lancaster West Estate. If you do want to move back now, we will move your belongings back to the estate. We can also ensure that homes are cleaned and redecorated and any repairs required are made. We can also offer practical and advice and support. The Lancaster West Neighbourhood Team, at Baseline Studios, Whitchurch Road can give you more information about this.

If you feel that you are unable to return to your home at this stage, you should contact the Grenfell Housing Team on the number at the end of this letter and we will assess your needs on an individual basis.

## **Rent and service charges**

If you are a resident of Treadgold House, Bramley House or Verity Close, you will pay no rent or service charge until 28 January 2018.

## **Changes to financial allowances**

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

## **Permanent rehousing options**

We are currently consulting on a Walkways Rehousing Policy, a draft of which is enclosed with this letter. The draft policy will give eligible residents on Barandon, Hurstway and Testerton Walks who wish to be rehoused the option of applying for 900 rehousing points on the Council's Housing Register. This reflects the severe disruption they experienced in the aftermath of the fire.

This offer will not apply to residents of the wider estate. However, if you feel you are unable to return to your home in the long-term, you will receive personalised advice and support from the Council's Housing Department.

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 available online at ([www.rbkc.gov.uk/walkwaysconsult](http://www.rbkc.gov.uk/walkwaysconsult)) along with an online form so you can give us your views. We will be in touch in due course with details of consultation events.

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**