



7 February 2018

Dear Resident

We both wrote to you in December to let you know that the Kensington & Chelsea Tenant Management Organisation (the TMO) would be handing back management of your home to Kensington and Chelsea Council (RBKC). From 1 March, the Council will be taking over the running of all day-to-day services including repairs, cleaning services and looking after your estates.

The Council and the TMO are working together to make sure that there is a smooth transfer of services with minimal disruption to residents, and that you are kept fully informed about how these changes will impact you.

- The Council will deliver services to you from 1 March 2018.
- From 1 March existing TMO phone numbers will be transferred to the Council. Staff will be working from the same neighbourhood offices. This means that you will contact your housing services in the same way as you do now. You will see small differences like changes to letterheads, etc.
- The majority of TMO staff will transfer over to the Council.
- The TMO will issue your rent statements for the three-month period ending 31 January as usual.
- The Council will send you your annual rent letter to inform you of any changes.
- Please continue to use the TMO website - www.kctmo.org.uk. When the information is transferred to the Council the website will automatically link to www.rbkc.gov.uk and the new housing management site.
- The Council will also take ownership of Repairs Direct and manage the Repairs Direct staff. Repairs Direct will continue to deal with your day-to-day repairs working on behalf of the Council.

The Council will be reviewing the current service, which we know has not always met your expectations, prioritising the delivery of repairs and major works.

As we said in our previous letter in December 2017, the Council is not taking over the running of housing management services permanently unless residents tell us this is what they want. This is a temporary measure while you decide how you want your homes managed in the future. We will be working with you to help you reach the best decision for you, the residents, and we will let you know how you can give us your ideas and views.

The TMO will continue to exist as a legal entity so it can be called to the public inquiry and held to account in any criminal or civil legal proceedings that may take place in the future.

We will keep you updated by letter and will be producing a Frequent Asked Questions information sheet which we will post on the RBKC website and update as things change.

Thank you for your patience at this time. If you have any questions, please contact us on: 0800 137 111.

Yours sincerely

Doug Goldring
Director of Housing Management, RBKC

A handwritten signature in black ink, appearing to read 'D. Goldring', written in a cursive style.

Elaine Elkington
Interim Chief Executive KCTMO

A handwritten signature in black ink, appearing to read 'Elaine Elkington', written in a cursive style.