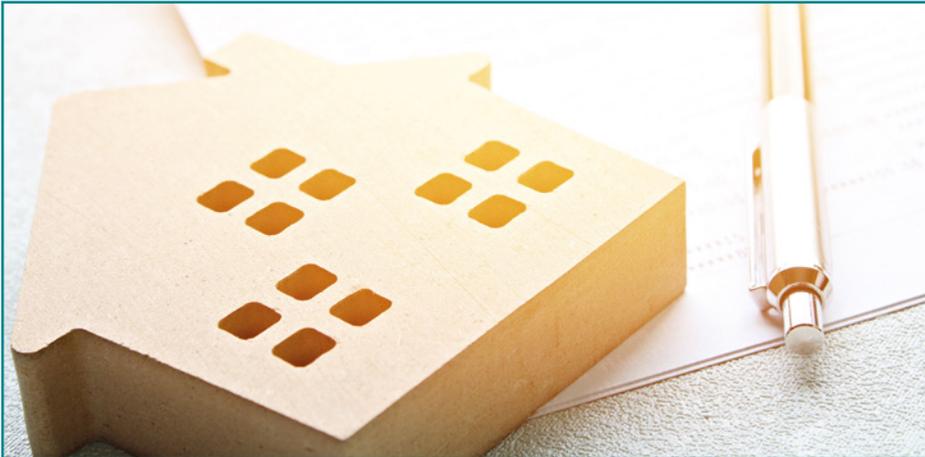


Council agrees to pay rent and service charge compensation



The Council has agreed to pay compensation to residents who are living on the Walkways, Bramley and Treadgold House and Verity Close due to problems with services on the estate since the Grenfell tragedy.

Residents on the Walkways have told the Council about problems with the rubbish chutes, intercom systems and heating and hot water. Residents of Bramley and Treadgold House and Verity Close have also had problems with services, though on a smaller scale. The Council is working hard to put all of the issues right, some of which will take time.

In the meantime, the Council will pay 50 per cent of rent and service charges to tenants and 50 per cent of service charges to leaseholders living at home on the Walkways.

It will also pay 15 per cent of rent and service charges for tenants and 15 per cent of service charges for leaseholders living at home in Bramley and Treadgold House and Verity Close.

This will be paid weekly into their rent or service charges accounts until

Sunday 1 April 2018 while the Council works to improve services on the estate. This arrangement will then be looked at again. There will be no immediate changes to the way people pay their rent and service charges.

All residents in emergency accommodation will pay their full rent and service charges. Residents of the Walkways and Bramley and Treadgold House in temporary accommodation will also pay their full rent and service charges but the Council will cover the cost of the rent and service charges on their temporary home.

Residents who received Housing Benefit before the tragedy will receive Housing Benefit again from **Monday 5 February**. The Benefits Team has written to those residents at their home addresses with more information.

Council tax will need to be paid in full from **Monday 5 February**.

We have written to all tenants and leaseholders with more information. We have also included contact details for any questions.

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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.

Council changes Grenfell Rehousing Policy following resident feedback

Tenants of Treadgold and Bramley House will now be given priority housing status after the Council agreed to extend the Wider Grenfell Rehousing Policy.

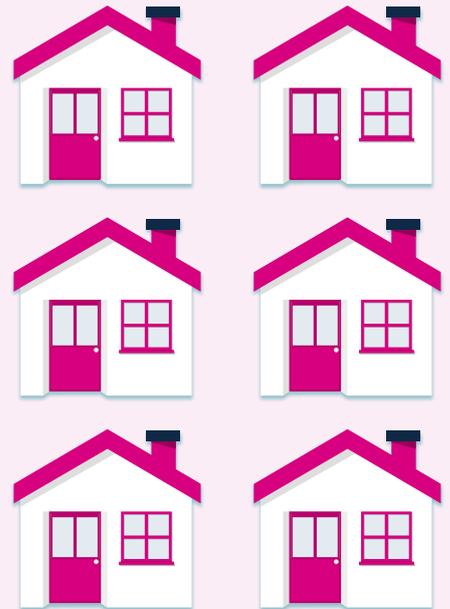
This means that together with tenants from Barandon, Hurstway and Testerton Walk they will be able to apply to join the Housing Register and receive 900 points when they move out of their hotels.

Following resident feedback the Council has also agreed to combine their 900 points with additional points for health needs and/or overcrowding where it is appropriate to do so.

Nine hundred points gives tenants who feel unable to remain living in their homes a high priority on the Housing Register, equivalent to someone who needs to be rehoused because of a serious medical problem.

While the Wider Grenfell Rehousing Policy has been approved, it is not yet live. The Council will be in touch with everyone about the application process.

You can read more here grenfellsupport.org.uk/rehousing-residents-from-the-walkways



Interfaith tree planting at Al Manaar

As part of the interfaith tree planting for Tubishvat (Jewish New Year for Trees), trees were planted at an event organised by Faiths Forum for London. The event took place at Al Manaar - the Muslim Cultural Heritage Centre in North Kensington on **Tuesday 30 January 2018**.

The Council's Health and Wellbeing team and also the Parks and Greener Living teams supported the event and provided trees and planning equipment.

The afternoon was a huge success with members of the local community from all faiths and backgrounds coming together to plant the trees.

Half-Term activities



Half-Term runs from **Monday 12 to Friday 16 February**. We've put together a brochure highlighting a range of fun half-term activities across the borough for children, young people and families.

The February Half-Term activities brochure provides information on the activities available. It is available on the Grenfell Support website: grenfellsupport.org.uk and will be delivered to local schools and community centres.

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

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

Activities and events at The Curve Community Centre

NOTICE: It's half term week from **Monday 12 to Friday 16 February** so take a look at the February half-term activity brochure. We have put together a range of fun activities for children, young people and families. For the activities listed without a specific time, please contact the organisers directly for further information. If you need additional support during half-term, please contact your Key Worker or call Care for Grenfell on **020 7745 6414**. You'll find more information here: <https://goo.gl/NaeEpu>

Next week at The Curve Community Centre:

Sunday 11 February

- Lancaster West Residents' Association cooking afternoon – 2pm to 5pm – everyone welcome

Monday 12 February

- 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
- Design workshop for kids over five years old and families – 2pm to 4pm - please book as places are limited

Join community artist Fiona Hawthorne to design a community canvas in North Kensington

- Homework Club – 5pm to 7pm – 11 to 16 year olds
- Come along with your homework, and an experienced tutor will be on hand to support you.

Tuesday 13 February

- Sewing Club – sew, stitch and knit – 10am to 4pm
- English as a Second Language (ESOL) – 9.30am to 12pm and 12.30pm to 2.30pm
- Helping children deal with loss – 10.30am to 12.30pm
- Money management – 12pm to 2pm
- How to manage stress – 2pm to 4pm – (session three of three)

- Children's yoga – 2pm to 4pm – 5 to 12 years' old

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

- Adult yoga – 6pm to 7pm

Wednesday 14 February

Note: We'll be hosting a Valentine's Day event so look out on Twitter @grenfellsupport and the Grenfell Support Facebook page @GrenfellSupport for more information.



- World Coffee Morning – 10am to 12pm
- Chickenshed Theatre Workshops – 10.30am to 12pm – 7 to 11 years' old

Book you place by emailing bookings@chickenshed.org.uk or call 020 8292 9222

- Introduction to volunteering – 1pm to 3pm – please book as places are limited

- Design workshop for kids over 5 years old and families – 2pm to 4pm – please book as places are limited

Join community artist Fiona Hawthorne to design a massive community canvas in North Kensington.

- Book your children's healthy snack time after school – 4pm to 4.45pm (Maximum 12 children)
- Homework Club – 5pm to 7pm – 5 to 11 year olds

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

Thursday 15 February

- Helping children deal with loss – 10.30am to 12.30pm
- Chair yoga (drop in) – 2pm to 3pm
- Book your children's healthy snack time after school – 4pm to 4.45pm (Maximum 12 children)
- MEND family activity – 4pm to 4.45pm

Friday 16 February

Note: It's the Chinese New Year so come to The Curve to celebrate with us! We will provide delicious food and fun activities for all.

- Parent support (Drop in) – 1pm to 3pm
- Book your children's healthy snack time after school – 4pm to 4.45pm (Maximum 12 children)

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 307 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 61
Permanent 58



Accommodation offers accepted

Temporary 7
Permanent 50

These numbers are accurate as of **8 February 2018**



New drug and alcohol support for residents

Free and confidential drug and alcohol support has been put in place for anyone in the borough that has been affected by the Grenfell tragedy. It includes a telephone line and a drop in service based at **Acorn Hall, 1 East Row, W10 5AW**.

If you want to talk to someone, you can receive specialist care by ringing one of our support

workers on **07850 773696** or email northken@DAWSLondon.org.

The telephone service is open from 9am to 8pm from Monday to Friday.

The walk-in service at Acorn Hall is available seven days a week, with extended hours on Monday and Wednesday evenings:

Monday and Wednesday: 9.30am to 8pm

Tuesday, Thursday and Friday: 9.30am to 5pm

Saturday and Sunday: 2pm to 5pm

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