



Helping you find a new home

Information for residents from Grenfell Tower and Grenfell Walk

Overview

The Government and Royal Borough of Kensington and Chelsea have made a commitment to find you a permanent home within 12 months. Our complete focus is on finding you a home that you are happy with. We will provide advice and support to help you throughout the process. For more information on the help that is available, please see the box below.

How do I see which homes are available?

We want to give you as much choice as possible. To do this we will be using the website Home Connections (www.homeconnections.org.uk). We have created an area of the website that is only for former residents of Grenfell Tower and Grenfell Walk.

You may have used this website before and be familiar with the system. However, to find you a home that you are happy with as quickly as we can we have made some changes to the way this works. There will be no limit to the number of suitable homes you can express your interest in.

The website uses a system called choice-based lettings (CBL). This gives you the opportunity to see details all of the homes available and decide whether you think they might be suitable for you.

You now have your own User ID and PIN that you should use to access Home Connections.

If you are having difficulty using the online system, have lost your User ID, or do not have internet access please ask your Housing Allocations Officer or your Key Worker and we will make sure you get the help you need.

A quick guide to getting started

More detailed instructions are on page 3.

The website will open for residents to use from **Monday 21 August**.

To register your interest:

1. Go to www.homeconnections.org.uk and select the Kensington & Chelsea option.
2. Log in using your User ID and PIN number.
3. Click 'see all properties' to view all of the homes that might be suitable for you.
4. View the details of homes and tell us if you like somewhere by clicking 'express your interest'.
5. You can express your interest in as many homes as you like, or change your mind by clicking 'withdraw'.
6. You can access the system and your choices as many times as you like, and make as many changes as you need.
7. We will start contacting people to arrange viewings.
8. New properties will be available on the website regularly.

A message from your Housing Allocations Officer

Making sure this process works for you is my top priority. I want to provide you with the right support you need to make a decision about your new home. I can do this in a number of ways, including but not limited to the below.

- I have already been in touch with you to make sure you get the information you need delivered to you in the way you like.
- I will work with you to find times that suit you to discuss the process, help you log in to the website and answer any questions you may have.
- Please don't worry if you don't feel comfortable using computers or don't have access to the internet. We will work together to make sure your interest is registered in the homes you like.
- You will have my direct contact number and can call me at any time from 9am to 5pm. I will either answer your questions over the phone or will meet with you as many times as you would like to help you through the process.
- If you feel comfortable using the system and you don't want to meet with me I completely understand but I will always be available to you should you need my help.

If you need assistance or would like to speak to someone, please call me directly or ring the Housing Allocations Office on **0207 361 3985** and I or another member of the team will get in touch to help.

How do I tell you I am interested in a home?

If you see a home you like on Home Connections you can use the online system to tell us that you are interested. As new homes become available, they will be added on Monday mornings and will remain online until the Sunday night of that same week. To allow everyone to get used to the system, the first wave of homes will be available to view for longer – from Monday 21 August until Friday 1 September.

If you see a home you are interested in, please use the website to tell us. There is no priority given to residents who express their interest early in the week.

When you use the website to tell us that you are interested in a home, we will make sure you are considered for it. The Grenfell Rehousing Policy will be used to prioritise everyone who is interested. You can read this below.

There is no restriction on the number of homes you can register your interest in. If you like a home, please tell us.

What information will there be about the homes?

Home Connections will tell you each home's location, floor level, the number of bedrooms and who the landlord is. There will also be information about whether it is accessible for people with mobility issues. (See page 4 for more information on accessibility.)

What size home will I be offered?

This information has been sent to you by letter along with your Log In details for Home Connections.

In most cases, the homes we show you will have the same number of bedrooms as your home in Grenfell Tower or Grenfell Walk. However, if you were overcrowded in this home, you will be able to view properties that are big enough to meet your needs.

When we consider every household's needs, we use the established national guidelines. This means that children of the same sex will be expected to share until the eldest reaches 16, and boys and girls will be expected to share until the eldest reaches 10.

What happens next?

Home Connections will show us everyone who is interested in each home. We will review this list for each property and invite the household with the highest priority to a viewing. There is more information about the priority bands below, and how we will make a decision if two or more households are in the same band.

A member of the Housing Allocations Team and a representative of the landlord will be at each viewing to help answer any questions you have.

If you are invited to attend a viewing but have changed your mind about the home, please let us know. It means we can then offer your place to another household who is interested. Contact details for your Housing Allocations Officer are in the letter that accompanies this information.

Each home will only be viewed and offered to one household at a time. If you view a property you will be the only tenant to see the home at that time and will be the only one receiving an offer. You will then have the time to consider if it is right for you.

Priority bands

All former residents of Grenfell Tower and Grenfell Walk have endured and continue to endure enormous suffering. After very careful consideration, the Council has decided to use four 'priority bands' to ensure the most vulnerable households are given the opportunity to be rehoused first. In summary, the four bands are:

- **First band priority** will be given to anyone who has been bereaved as a result of the fire.
- **Second band priority** will be given to a household that has a member or members:
 - with a serious physical or mental disability
 - with a serious learning disability
 - who has needs for care and support or carer's needs for support
- **Third band priority** will be given to any household which includes dependent children.
- **Fourth band priority** will be given to all other former residents of Grenfell Tower and Grenfell Walk.

If two or more households have the same priority for rehousing (for example, because they both have a household member who is physically disabled and have dependent children) preference for an available property will be given to the household that has lived in Grenfell Tower or Grenfell Walk the longest.

This means, as social housing is made available, it will be offered first to residents who have been bereaved as a result of the fire. Available housing will then be offered to other interested residents who lost their home. These residents will be prioritised by those with health problems and / or care needs, and then to households with dependent children. Social housing that has not been accepted by the above groups of residents will be offered to all other former residents of Grenfell Tower and Grenfell Walk.

How to tell us which homes you like: a step by step guide

If need assistance or would prefer your Key Worker or Housing Allocations Officer to talk you through how this works, please let them know.

Homes will be available to view from Monday 21 August. This first wave of available properties will be on the system for two weeks, until Friday 1 September, to allow everyone to get used to the system. Following this, as new homes become available, they will be added on Monday mornings and will remain online until the Sunday night of that same week.

1. Go to **www.homeconnections.org.uk** and select the Royal Borough of Kensington and Chelsea.
2. Click 'login' on the left hand menu. Enter the details included in your letter and click 'enter'.
3. Your personal homepage will appear. This has key details about what you need from a home, including number of bedrooms and accessibility information.
4. Click on 'see all properties' in the top left hand corner. This will automatically show you all of the homes available that are suitable for you.
5. To look at the details of a home, click 'full property info'. This will show you the full information you need to see if it might be right for you.
6. If you want to tell us that you are interested in a home, click on the 'express an interest' button which is above the photograph on the left. The home will then automatically be added to the 'my current properties' list on your homepage.
7. You can express an interest in as many suitable homes as you like. They will all be added to the list of your properties on your homepage.
8. If you have changed your mind about a home and are no longer interested, let us know by clicking on the 'withdraw' option in the list of your properties, and then select 'withdraw your interest' on the individual listing, above the photograph on the top left. This home will then be added to your list of withdrawn properties. You can add and remove homes as many times as you like.
9. Please make sure you have selected all of the homes you like by midnight each Sunday. At this point, you will not be able to express an interest in any more homes from that week, and the information on who is interested in which property will be sent to us so we can begin to contact people to arrange viewings.
10. If you receive an offer of a viewing, your Housing Allocations Officer will contact you directly.
11. New available homes will be added to the system every Monday morning for you to view and express an interest in. You can look at these homes and tell us which ones you are interested in while you are waiting to hear from your Housing Allocations Officer about properties from the previous week.
12. If you are using a public or shared computer, please log out when you have finished using the option on the left hand side menu.

Please ring 0207 361 3985 if you need help at any point during the process.

What happens after the viewing?

Please let your Housing Allocations Officer know if you are still interested. You are under no pressure to accept the home that has been offered, and you may want time to think.

We understand that this is a big decision for you to make after the trauma you have experienced, and we will provide as much help and support as you may need.

If you would like to move into this home, you will receive a letter formally offering it to you. Your Housing Allocations Officer or Key Worker will be able to give you more information about accepting the offer and the support available to help your move go as smoothly as possible.

If you are not interested in this home then please let us know as soon as you can so we can show it to another household that might be interested.

It would be helpful to know your thoughts within three days if possible. Your Housing Allocations Officer will be on hand throughout this time to discuss the offer and answer any further questions you might have.

If what we have offered is not right for you then please tell your Housing Allocations Officer the reasons why. We want to make sure that everyone has a home that is right for them, and knowing your thoughts will help us find you a more suitable option as quickly as we can.

Rehousing families affected by the Grenfell Tower fire remains our priority. Rejecting an offer will not affect your urgent eligibility for permanent housing, and you will not be made homeless at any point. We will continue to work with you to offer homes for as long as it is reasonable and practicable to do so.

Accessible housing

For those who require accessible housing such as step-free access or a level access shower there will be support to help you find a home which meets your needs. The most accessible homes will be prioritised for the households who need them.

If you have very specific needs, we may make you direct offers of accessible housing. A direct offer is when we call someone with details of a home that we think would be suitable for them, rather than waiting for them to register their interest. They can view the home and decide if they would like to move there or not. You will be able to discuss your preferences with your Housing Allocations Officer who can assist you throughout this process.

If you are given a direct offer you do not have to accept it. Direct offers are used to help residents find suitable homes that will meet their specific access needs. Kensington and Chelsea is a small borough and there is a limited amount of homes that are suitable for, or have been adapted for, households with these needs.

A Council Housing Occupational Therapist (OT) will attend viewings for residents with specific needs. For elderly and disabled residents, we can also offer extra help with the viewing such as accessible transport to and from the property.

If you would like to discuss your specific needs, please contact your Housing Allocations Officer.

Property accessibility categories

Properties are categorised into one of the following groups:

- Wheelchair accessible: Property may be in a building with lifts and not be located on the ground floor.
- Step-free with wider doorways and corridors: Property may be in a building with lifts and not be located on the ground floor.
- Step-free accommodation: Property may be in a building with lifts and not be located on the ground floor.
- Minimal steps: Property has a limited number of steps to access (up to six).
- General needs: Properties with at least one flight of stairs.

More information and support

If you do not have access to a smartphone, computer or tablet to use the website you should talk to your Key Worker or Housing Allocations Officer. They will be able to help you access the Home Connections service. If you are having trouble using the system or do not want to use the website at all, they will be able to help you or, if you request it, register your interest in suitable homes on your behalf.

You should have received a copy of the Council's Housing Commitment to Residents. If you do not have a copy, it is available on the Council's website or you can ask your Key Worker and/or Housing Allocations Officer for a printed copy.

Helpful things to know:

- **Priority:** All residents from Grenfell Tower and Walk have been given the highest priority on the Council's housing register which will be noted on your profile. Please refer to the priority bands on page 2 for more information.
- **'Bedrooms'** tells you how many bedrooms a home has, while **'bedspace'** is the size of these bedrooms. For example, somewhere with bedrooms/bedspace 2/3 will be a two bedroom property with one single and one double room.
- **'Area'** refers to the area within the borough of Kensington and Chelsea. More location information, including maps, is provided in the individual property listings.
- Our **full commitment** to looking after you in your new home is spelled out in The Housing Commitment to Residents document. If you need another copy of this, please ask your Housing Allocations Officer.



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

This document is available in both Farsi and Arabic. If you need this information in another language, or have other access requirements, please ask your Key Worker or Housing Allocations Officer.