



Unit 7, Baseline Studios
Whitchurch Road
W11 4AT

21 April 2020

Dear Resident,

Coronavirus (Covid-19): Update on housing support for residents

We recognise that these are difficult times both on a personal and financial level for many households. I wanted to write to update you on some of new ways we are offering to help and support you. Please do not feel that you are alone and contact us if you need to.

Rent payment support

We have introduced a new **emergency hardship rent payment fund** for tenants who are struggling to pay their rent as a *direct* impact of the pandemic.

Tenants will need to fill out an application form and, if approved, will initially receive help for up to two months of rent payments.

Who is eligible to apply?

- Tenants in receipt of partial or no housing benefit or Universal Credit housing cost payments
- Tenants who have experienced a sudden loss of income as a result of unemployment and /or have become unemployed without pay
- Tenants who are self-employed who are now unable to work
- Tenants trying to make an application for benefits but experiencing significant delays in having their application processed

To find out more and receive an application form, please call 0800 389 2005 or email lancasterwestoffice@rbkc.gov.uk. You can also contact Ola Ayoola, our Income and Financial Inclusion Officer directly ola.ayoola@rbkc.gov.uk or 07970 958464. We can also direct you to benefits advice and employment support services.

Accessing your home for essential works

Residents will be understandably concerned about works continuing during this time.

We would like to reassure you of the measures we are taking to keep you and our staff safe:

- We have restricted works to essential and urgent work only. This includes water and gas leaks, and some fire safety works.
- You will appreciate that on occasions essential work may require access to your home. Any work that does go ahead will adhere to Government and Public Health England advice to help stop the spread of the virus. We will be following guidance on social distancing and handwashing. All council staff and contractors who do enter your home will be clothed in Personal Protective Equipment. Staff who feel unwell, or have household members who feel unwell, will not be working.
- We will contact you prior to any work starting to seek your permission and establish if you are self-isolating or in a high-risk group. If you do not want anyone to enter your home to carry out works during this time, then you can rebook. Where we are required to enter your home, for mandatory gas and electrical safety checks for example, we will take all possible precautions.

Here to help and support households in isolation

The Lancaster West Neighbourhood Team has made more than 250 welfare phone calls, and delivered care packages to more than 70 households, ranging from food, soap – and even Easter eggs!

We are still attempting to contact all residents over the age of 70 and those with known medical vulnerabilities to see if they need help.

Whatever your age, if you need help now please get in touch by emailing lancasterwestoffice@rbkc.gov.uk or calling 0800 389 2005. We can also put you in touch with organisations that can assist you with getting essentials such as food, other shopping and medication.

If you are struggling to buy necessities, you may be entitled to support through the Council's Hardship Fund. Please call 020 7745 6464 (Monday to Friday, 8.30am to 5pm). Details are on our website: www.rbkc.gov.uk. Please search for 'Local Support Payments'.

Thank you

Finally, I would like to thank each and every resident who is staying at home to protect our National Health Service and save lives.

Also, I would like to thank the Lancaster West Residents' Association, Bay 20, and Bramley House TRA, for the work they have done in ensuring vulnerable residents are supported in the homes we manage.

Keep in touch

You can keep in touch with the Lancaster West Neighbourhood Team by following us on Instagram [@lancasterwestneighbourhoodteam](#) or by downloading our WeAreWII app.

Yours sincerely,

A handwritten signature in black ink that reads "James". The signature is written in a cursive style with a horizontal line underneath the name.

James Caspell
Neighbourhood Director