

**For GPs and NHS professionals:  
Easy guide to housing and jobs  
The Royal Borough of Kensington and Chelsea**



THE ROYAL BOROUGH OF  
**KENSINGTON  
AND CHELSEA**

Type of query	Who can you ask for help?	E-mail	Telephone
Damp and mould in a council property	<b>Head of Resident Safety and Repairs:</b> Sharon-Leigh Gordon  <b>Repairs Operations Manager:</b> Paul Beauchamp	<a href="mailto:sharon-leigh.gordon@rbkc.gov.uk">sharon-leigh.gordon@rbkc.gov.uk</a>	07850 751 489
		<a href="mailto:paul.beauchamp@rbkc.gov.uk">paul.beauchamp@rbkc.gov.uk</a>	07815 012 181
		<a href="mailto:hm-customerservices@rbkc.gov.uk">hm-customerservices@rbkc.gov.uk</a>	0800 137 111 <a href="#">Report a repair online</a>
		Please put ' <b>GP/NHS Enquiry</b> ' at the start of all subject headings.	
Repairs in a council property	<b>Head of Resident Safety and Repairs:</b> Sharon-Leigh Gordon  <b>Repairs Operations Manager:</b> Paul Beauchamp	<a href="mailto:sharon-leigh.gordon@rbkc.gov.uk">sharon-leigh.gordon@rbkc.gov.uk</a>	07850 751 489
		<a href="mailto:paul.beauchamp@rbkc.gov.uk">paul.beauchamp@rbkc.gov.uk</a>	07815 012 181
		<a href="mailto:hm-customerservices@rbkc.gov.uk">hm-customerservices@rbkc.gov.uk</a>	0800 137 111 <a href="#">Report a repair online</a>
		Please put ' <b>GP/NHS Enquiry</b> ' at the start of all subject headings.	
Damp and mould in private rented property / registered providers	Initial approach to landlord  RBKC Environmental Health can support with enforcement action.  If it is an RP property, then please inform Christine Cummings – Register Provider Relationship manager, as well.	Environmental Health  <a href="mailto:environmentalhealth@rbkc.gov.uk">environmentalhealth@rbkc.gov.uk</a>	020 7361 3002
		<a href="mailto:Christine.Cummings@rbkc.gov.uk">Christine.Cummings@rbkc.gov.uk</a>  Please put ' <b>GP/NHS Enquiry</b> ' at the start of all subject headings.	07976 060 290

<p><b>Patient asks for a letter to support council housing application</b></p>	<p><a href="#">The housing register: Health Assessments</a></p> <p><a href="#">Understanding the Housing Register</a></p> <p>These links include relevant information, so that as NHS professionals you know which information is helpful</p>	<p>Please read the guidance on the links. The form is the responsibility of the housing applicant to complete but will require supporting information from their medical professional. For help e-mail <a href="mailto:housingsolutions@rbkc.gov.uk">housingsolutions@rbkc.gov.uk</a></p> <p>To escalate a query contact Fahmida Choudhury: Housing Solutions Service Manager <a href="mailto:fahmida.choudhury@rbkc.gov.uk">fahmida.choudhury@rbkc.gov.uk</a></p> <p>Please put '<b>GP/NHS Enquiry</b>' at the start of all subject headings.</p>	<p>If you need extra help, call 020 7361 3008</p> <p>07811 721 592</p>
<p><b>Patient seeking employment support or training opportunities via the Council's Housing and Employment team</b></p>	<p>Refer patient to the <a href="#">Housing and Employment Team</a></p>	<p><a href="mailto:housingandemployment@rbkc.gov.uk">housingandemployment@rbkc.gov.uk</a></p>	<p>020 7361 2070</p>

### Additional housing information

Some patients may live in **social or council housing**, whilst others may live in **private rented housing**.

People in either of these tenancies may claim support to help them pay their rent – this could be either through housing benefits, or universal credit.

How the rate is calculated differs slightly dependent on the type of tenancy. For example:

- In social and council housing, housing benefits is calculated on actual rent plus service charges (as well as spare rooms, income and personal circumstances).
- In private rented housing, housing benefits is calculated on the Local Housing Allowance rate or actual rent – whichever is lower (as well as spare rooms, income and personal circumstances).

### Helpful links on benefits:

- [Housing Benefit: What you'll get - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Housing costs and Universal Credit - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Benefits | RBKC](#)

**The benefits cap does not apply if:** [Benefit cap: When you're not affected - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

You're not affected by the cap if you're over State Pension age. If you're part of a couple and one

of you is under State Pension age, the cap may apply. You're also not affected by the cap if you or your partner:

- get Working Tax Credit (even if the amount you get is £0)
- get Universal Credit because of a disability or health condition that stops you from working (this is called 'limited capability for work and work-related activity')
- get Universal Credit because you care for someone with a disability
- get Universal Credit and you and your partner earn £617 or more a month combined, after tax and National Insurance contributions

You're also not affected by the cap if you, your partner or any children under 18 living with you gets:

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- Armed Forces Compensation Scheme
- Armed Forces Independence Payment
- Attendance Allowance
- Carer's Allowance
- Child Disability Payment
- Disability Living Allowance (DLA)
- Employment and Support Allowance (if you get the support component)
- Guardian's Allowance
- Industrial Injuries Benefits
- Personal Independence Payment (PIP)
- War pensions
- War Widow's or War Widower's Pension