



Housing Services, Solutions and Homelessness

Frequently Asked Questions

Updated 13 July 2020

Contents

1.	Changes to housing including services on hold and resuming	2
2.	Communications and online services	2
3.	Supporting residents and how to get help	3
4.	Volunteering with Westminster Connects	4
5.	Repairs, maintenance, safety checks and major works	5
6.	Financial hardship, paying rent and service charges	8
7.	Being neighbourly and safety in the home	8
8.	Utilities – water, heating, water, electricity and internet	10
9.	Cleaning, gardening and rubbish	11
10.	Halls, community facilities, parks and recreation	12
11.	Parking and ordering fobs	13
12.	New tenancies - allocating housing, bidding, viewings and moves	14
13.	Homelessness	15

Contact us

Housing services for tenants and leaseholders

Telephone: 0800 358 3783

Email: housing.enquiries@westminster.gov.uk

Website: www.westminster.gov.uk/yourhousing

Housing solutions and homelessness

Telephone: 020 7641 1000

Website: www.westminster.gov.uk/housing



1. Changes to housing including services on hold and resuming

1.1. Q: What are the changes to housing services?

A: We are gradually resuming some housing services that were affected by COVID-19 and will keep you updated.

Meanwhile we continue to do everything we can to ensure urgent requests and those most in need are taken care of as a priority. Our telephone lines remain open however until further notice we have:

- kept service centres by appointment only
- prioritised emergency and urgent repairs (see section 5. on plans to restart)
- increased cleaning of communal area surfaces including door handles, lifts and switches
- kept playgrounds closed

We have recently reintroduced:

- parking enforcement
- all gardening services including grass cutting, seasonal planting, hedge and shrub pruning
- opened football pitches and ball courts

Thank you for patience and understanding. We will continue to keep you updated and engage with you as more service updates become available.

Please contact us for help with urgent housing issues only such as emergency repairs, financial or welfare issues and make use of our online services at www.westminster.gov.uk/yourhousing where you can report anti-social behaviour, pay bills and more.

2. Communications and online services

2.1. Q: How are you keeping residents updated?

A: We are contacting all tenants and leaseholders and extending dedicated support to residents in supported housing and those in temporary accommodation.

As always, we are communicating in a range of ways including post, email and text, and are also carrying out telephone and house calls to reach those we know do not have internet. We can offer translations by request.

We send fortnightly e-newsletters to all residents called *YourHome* which you can subscribe to and view past editions online at www.westminster.gov.uk/yourhousing/yourhome.



Council wide updates are also available at www.westminster.gov.uk/coronavirus where you can subscribe to the MyWestminster mailing list and receive updates three times per week.

There will be more information and updates on posters in building noticeboards – we ask residents to help us keep you safe by paying attention to these and following the advice of the government and our staff.

We host residents' representative meetings online each week to ensure we are using local information to inform our response. Contact us to find out more about resident engagement and how you can get involved.

2.2. Q: What housing services are available online?

A: Residents can sign up and use our online services anytime at www.westminster.gov.uk/yourhousing/report to report anti-social behaviour, pay bills, find out about parking and more.

You will need to register an account for our online services first, so please contact us if you need help with this.

3. Supporting residents and how to get help

3.1. Q: Can I visit the housing services centres for help?

A: Yes, but please make an appointment first by contacting us.

By operating by appointment only and setting up screens on receptions and throughout interview rooms, we can help you in person in a way that is safer for everyone.

There is also a new intercom system to let us know when you have arrived for your appointment, signage to encourage the use of face coverings, maintain social distancing, and make use of the hand sanitiser we have made available

To help us keep these areas safe for everyone, we ask that you do not visit:

- without an appointment
- if you or anyone in your household has COVID-19 symptoms, is shielding or vulnerable.

3.2. Q: What are you doing to check that vulnerable tenants and leaseholders are okay?

A: We continue calling vulnerable residents to check they are okay and link them to a range of support they may need including any urgent repairs and help with groceries, health services and financial advice.

Many residents have requested a regular call-back, so we can stay connected and offer support ongoing as things change. If you want us to check in on you regularly please let us know.



We understand some residents may not want help or be away staying with family or friends, however after multiple attempts (by phone, text, email and letter) to get in contact, we will escalate to emergency services to ensure they are safe

Our welfare calls to tenants and leaseholders are in partnership with Westminster Connects, so in the first instance if you are worried about someone in please email westminsterconnects@westminster.gov.uk, call 020 7641 1222 or send us the details online at www.westminster.gov.uk/ask-help.

3.3. Q: How are you supporting children and adults requiring extra care?

A: We have specialist teams working to support those most vulnerable in our communities and have dedicated services for the safeguarding of adults and children.

If you are concerned about:

- an adult who you think requires social care and support or you have a safeguarding concern
Telephone: 020 7641 1444 or 020 7641 1175
Email: adultsocialcare@westminster.gov.uk
- a child and you have a safeguarding concern
Telephone: 0207 641 4000
Email: accesstochildrenservices@westminster.gov.uk

3.4. Q. What support is available for people experiencing domestic abuse or feeling unsafe at home?

A: We have partnered with the Angelou Support Service to help anyone experiencing domestic abuse. If someone at home is harming you or making you feel afraid in anyway, please call 020 8741 7008. If you are in immediate danger, you should contact the Police on 999. If you cannot speak, press 55 and remain silent - the Police will know you are in danger.

4. Volunteering with Westminster Connects

4.1. What can residents do to help other residents/volunteer in the local community?

A: Westminster Connects has been set up to bring the community together in Westminster and link volunteers to those who need help. Volunteers across the community can deliver shopping, collect and deliver prescriptions, or just be there for people.

If you want to get involved visit www.westminster.gov.uk/westminster-connects and register with us.



5. Repairs, maintenance, safety checks and major works

5.1. Q: What repairs service is available?

A: Emergency and urgent repair services have remained available. Non-urgent repairs will restart in communal areas from 1 July, and from 7 July we are aiming to offer in-flat electrical and plumbing repairs too. Other types of repairs will be gradually introduced once we're sure that they can all be done safely.

The gradual approach we are taking will ensure your safety, and to do this, we have changed the way we manage jobs, including extending our response and completion times for some tasks in the interim as tabled on the following page:

Type and expected time to get an appointment	Continued	Restarting	On hold for now
Immediate (2–4 hours) Emergency (24 hours) Urgent (3 days)	✓		
Non-urgent repairs (Up to 60 days during the COVID-19 recovery period)		Communal from 1 July ✓ In-flat electrical and plumbing from 7 July ✓	All other types of repairs

We will write to you about this in June, with a pamphlet explaining in more detail how repairs will be done safely using the government 'COVID-19 Secure' guidance which can be found here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>.

If you have an existing in-flat electrical or plumbing repair, we will contact you directly to reschedule. You do not need to do anything but wait for us to get in touch.

You will receive notice before we work in your communal areas. We will never cold call you at your home or ask or insist to carry out repairs or surveys inside, if a member of your household is isolating or shielded. We will now ask you in advance about the health of household members.

If you call us about other types of non-urgent repairs in the meantime (other than plumbing and electrical), we will be unable to record your request and will ask you to call back once we announce how these services are gradually available over the coming months.

Find out more, including your roles and responsibilities, online at westminster.gov.uk/yourhousing/repairs.



5.2. Q: Will you carry out emergency repairs to isolating households?

A: Work will not be carried out in any household which is isolating or where an individual is shielded, unless it is to remedy a direct risk. In such a case, prior arrangements will be made to avoid any face to face contact, for example, when answering the door.

Please tell us if your household has symptoms of COVID-19, so we can assess and agree with you how we will safely carry out your emergency repair. This way we can keep both your household members and our contractors safe.

As we need to ensure safety, we ask you to please work with our contractors and us to ensure essential checks and remediations are done as soon as possible, they will all be done in accordance with COVID-19 guidance.

5.3. Q: Will you continue carrying out safety checks such as those for gas and smoke alarms?

A: Yes, it is important residents are safe in their homes and our legal duties as a landlord have not changed. Current advice from the government is that we should make every effort to abide by existing gas safety regulations and take all reasonable steps to comply. Find out more gas safety advice Health and Safety Executive at www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/.

If we contact you to make appointment for your annual gas and smoke alarm check, please tell us if your household has symptoms of coronavirus disease or are shielding, so we can assess and agree with you how we will safely carry out these checks now or at a later date.

If we are unable make an appointment with you - we will document all correspondence with you and our contractors, to ensure we remain compliant and make every effort to reschedule the checks as soon as possible.

5.4. Q: Are onsite and planned major works projects on hold, and when will they restart safely?

A: In April, we paused most onsite major works. Some essential only elements of building work such as health and safety checks, critical roof and lift repairs continued where it was safe to do so, to ensure safety and maintain vital services to homes.

We are now preparing to restart work on sites that were suspended and will start consulting with you and your ward councillors on each project from 2 July.

You can view project specific updates here:

<https://www.westminster.gov.uk/yourhousing/major-works>.

We always welcome your feedback on how things are progressing and to make sure that we're getting things right. We will continue to keep you updated and involved in plans, offering support through online consultation and one-to-one calls. We will continue to



engage regularly with your resident representatives and ward councillors, but please contact us with any questions and find updates about your building at <https://www.westminster.gov.uk/yourhousing/major-works>.

All sites remain safe, secure and weatherproof. They are regularly checked including areas with scaffolding, fencing and storage. When works recommence, we will be ensuring your safety at all times by carrying out works using the government 'COVID-19 Secure' guidance which can be found here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>.

5.5. Q: I'm a leaseholder paying for major works – how will this affect my bills including payments due and made to date?

A: Leaseholders can continue to make advance payments for major works to their building or choose to stop payments until we write to advise when payments and works are due to restart. All payment term cycles will reset from this point.

Advance payments made by leaseholders to date, for their share of any temporarily suspended planned works, may be refunded or kept on their account for future use.

At this stage we cannot be sure if the delays will change the estimated costs. We are working closely with contractors but only when it is time to review their new work plans will they be able to confirm any revised costs. Costs may change for a number of reasons including supply chain and staffing issues affected by the coronavirus emergency.

Rest assured we are reviewing the situation closely with our partnered contractors and will ensure all proposed work will be of high quality and good value. As always, we will follow the formal consultation process with leaseholders, so they have the opportunity to make observations and have their say on work to their building.

As always, leaseholders should contact us with any questions about their bills.

5.6. Q: How can I have my say on planned works to my building?

A: As always, we will consult with you on any plans for your building. As an interim solution, we are now doing this through our online solutions and one-to-one calls so you can raise concerns and get answers to questions quickly. Contact us to find out more or visit www.westminster.gov.uk/yourhousing/major-works.

5.7. Q: What new safety measures will be put in place when you do repairs and major work?

A: Our plans comply with the government's guidance on managing the risk of COVID-19, which includes five steps for safer working together. We have:



- carried out a COVID-19 risk assessment which is available to all workers and residents by request
- introduced cleaning, handwashing and hygiene procedures (such as PPE) in line with guidance
- taken all reasonable steps to help people work from home where possible
- taken all reasonable steps to maintain social distancing guidelines while working
- where people cannot keep distanced, we have done everything practical to manage transmission risk

5.8. Will contractors be tested for COVID-19 before carrying out work, what Personal Protective Equipment (PPE) will be used and how will work areas be cleaned?

A: We do not test contractors for COVID-19 however they are required to complete a health assessment daily and will not be allowed to work for 14 days if reporting any symptoms. As a minimum inside buildings and homes, contractors will maintain the social distance guidance at all times and wear PPE including gloves and face mask. In cases where a resident is clinically vulnerable, isolating or shielding and it is essential for us to complete a repair, coveralls and shoe covers will also be used.

Our contractors also use hand sanitiser and have cleaning materials to ensure areas, such as surfaces they contact, are cleaned before and after work.

6. Financial hardship, paying rent and service charges

6.1. Q: I am financially stressed and worried about making payments including my rent or service charge bills. Can you help?

A: We understand you may be facing financial hardship at this time, with loss of employment or changes to income. This could affect your ability to pay council tax, rent, mortgage and other household bills.

We are here to help - please contact us to find out more about the support available for you. You may be eligible for support to help with your living costs, including council tax and rent.

We appreciate that this is a difficult and stressful situation so please keep us informed so we can help sooner.

7. Being neighbourly and safety in the home

7.1. Q. There is more noise than usual coming from resident's homes. What is the council doing about this?

A: With advice to stay at home as much as possible, we know that more noise than usual is to be expected however, please be mindful of this and try not to cause unnecessary nuisance to your neighbours. This could be unintentionally caused by anything from a very loud TV to a washing machine being used at a late hour.



If you are suffering from ongoing nuisance noise caused by a neighbour, please don't make direct contact with them. Instead, you can contact us with any questions. We will then follow up with the resident directly and get back to you about it within 2 business days.

7.2. Q. Are you still offering the free Calm Mediation service for residents?

A: Yes, mediation support is available to you if you are experiencing conflict, in partnership with Calm Mediation. If you want help or advice in this area or just want to find out more about the mediation service, please contact us.

7.3. Q. What should I do about residents in my building and estate area who are not following the government guidelines to stay distanced?

A: Our strong advice to residents is to 'stay at home as much as possible' and follow social distancing guidance, however if you are concerned about people gathering you can report it online www.westminster.gov.uk/yourhousing/report we will log and respond to all concerns raised by residents.

Alternatively, you can inform the Police by calling 101 so that enforcement action can be taken where appropriate.

7.4. Q. I have seen people breaking into lock playground areas, using them with others and not observing social distancing. What should I do?

A: We have put up signage in all areas that are closed and also locked spaces such as playgrounds wherever possible. If you see people using these unauthorised spaces, please report it to the Police by calling 101 as any such activity, including vandalism or trespassing is a Police matter.

7.5. Q: Should residents continue using lifts in their building?

A: Yes, but please remember social distancing applies when in communal areas and using lifts so please keep your distance and do not share lifts with residents outside of your own household.

We have put up signage about this to remind residents.

7.6. Q: With more residents at home, cooking and using appliances – what advice is there to prevent accidental fires?

A: It is more important than ever to remember:

- self-closing doors should never be wedged open
- all escape routes in your home and communal areas need to be kept clear
- never leave lit cigarettes, candles or other flames unattended and dispose of smoking materials safely in your home
- do not cook and risk leaving the cooker on if you are tired or have been drinking



- never use BBQs, including disposable BBQs, inside your home or on your balcony.

You can access more fire safety advice and report hazards at

www.westminster.gov.uk/yourhousing/fire-safety.

8. Utilities – water, heating, water, electricity and internet

8.1. Q: Why have I received a bill from Thames Water recently?

A: If you are a tenant, we wrote to you in January to let you know the way you pay for water will change from 1 April 2020. These changes have now been implemented and Thames Water will send bills for 12 months of water and wastewater services covering the period from 1 April 2020 to 31 March 2021. It is your responsibility to pay Thames Water directly for these services.

There are a range of alternative payment methods available to you to pay Thames Water. If you are experiencing financial difficulties, you may also be eligible for the WaterHelp Plus (previously WaterSure Plus) social tariff, which could see your bill reduced by up to 50 per cent. Eligibility is assessed on a case by case basis. You can find information on all payment options, including WaterHelp Plus, here: <https://www.thameswater.co.uk/help/account-and-billing/financial-support>

8.2. Q: Will plans to connect more homes with high-speed internet continue?

A: Yes. More than ever, it is important residents are connected to high speed, low cost internet services within their homes so they can benefit from access to greater opportunities that enhance their experiences and capabilities.

Telecommunications work including provision of internet services is classified as critical by the Government, so we will allow internet service providers to complete essential only elements of work to connect more homes with high-speed internet, as far as possible and where safe to do so. This supports our *City for All* commitment to be one of the best-connected cities with unrivalled internet access and speeds for residents.

We are contacting residents to let them know in advance, where internet service providers are due to carry out work to connect services in their area and to assure them they do not have to sign up for internet services or allow access into their homes. Find out more at www.westminster.gov.uk/yourhousing/internet and contact us with any questions.

8.3. Q: What are you doing to support residents who feel, or are worried about feeling, too cold within their homes?

A: We appreciate residents are indoors more than usual because of COVID-19 so we are offering a portable oil heater for use that we will deliver to vulnerable residents that might need heating during this time. This is available to homes with a communal heating system that switches off automatically and where household members are vulnerable or on the



NHS shielded list. The heating automatically turns off when the weather temperature rises above 18 degrees whilst the heating service is on (October to end May) until outside temperatures fall below 18.

Following consultation and agreement with resident representatives in May, the heating service for all residents who have heating supplied by our Pimlico District Heating Undertaking was switched off for the summer months from 26 May 2020.

9. Cleaning, gardening and rubbish

9.1. Q: Have you increased communal area cleaning and how is this done safely?

A: We have increased the cleaning of communal areas including door handles, lift buttons, handrails and switches twice a day Monday through Friday and once per day on the weekend.

Our cleaners are also assisting some residents by moving bin bags into the refuse areas where residents are unable to do this themselves.

All work is to government Covid-19 Secure guidance and this includes using some Personal Protective Equipment (PPE) such as gloves. At this time, face masks are essential (and should be reserved for) key health workers only and are therefore will not be used by our cleaners.

We use cleaning products (listed below) designed to fight against cross infection, ensuring the highest level of protection even when used with cold water. The disinfectant properties are powerful and modern.

- Clean and Clever Pine Disinfectant
- Clean and Clever BS2 Cleaner Disinfectant
- AS3 Virucidal Cleaner Trigger

9.2. Q: Will you clean the external communal windows as usual on an annual basis?

A: Yes. Annual exterior window cleaning started in mid-May, (where this service is provided) following the government's Covid-19 Secure guidance. This work includes exterior windows to communal areas only and not windows of individual flats. Pole systems and abseiling may be used to reach some areas from the outside and you will be notified a week before we start work on your building.

9.3. Q: Are you maintaining grounds including grassed areas and gardens?

A: Yes, our gardening service has returned to normal including

- Mowing grassed areas
- Watering



- Clearing of leaves
- Pruning hedges and shrubs
- Tree maintenance
- Spring planting (Geraniums, Petunias, Marigolds, Impatiens, Dahlias, Lobillias, Helichrysiums and Begonias)

It is important that we maintain the estates and our contractors follow all Government COVID-19 safety guidelines and display signage around the working areas where required.

9.4. Q: Will the rubbish collection continue as normal?

A: Yes, rubbish services will continue as normal, if your collection is missed please report it online to webforms.westminster.gov.uk/report-missed-waste-collection/.

Health and safety is more than important than ever, and we encourage you to please dispose of your rubbish properly where you are able to, and to continue to be mindful and respectful of your fellow residents. This includes putting your everyday household waste into your allocated bins.

Rubbish left in communal areas and outside bin rooms, or not disposed of in bins or chutes can become unpleasant for other residents for environmental and health reasons. It also poses a fire risk if it is left obstructing exits or escape routes.

Everyone has a role to play in keeping safe and this includes upholding your roles and responsibilities as a tenant and leaseholder even during these unprecedented times.

10. Halls, community facilities, parks and recreation

10.1. Q: Are halls and other community facilities available for booking and use?

A: We have closed all our halls and youth clubs in line with current government guidelines. Some halls may be used by groups supporting recovery efforts with COVID-19 risk assessments in place.

The following sports pitches have reopened and accessible daily: Brunel Stonehouse Football Pitch, Church Street Kennet Sports Pitch, Churchill Gardens Bramwell Sports Pitch, Hallfield Estate Sports Pitch, Lillington Moreton Street Sports Pitch, Lisson Green Basketball Pitch, Little Venice Amberley Sports, Lydford Sports Pitch, Paddington John Aird Court Football Pitch, Pimlico Ebury Bridge Sports Pitch and Pimlico Flaxley Sports Pitch.

Please remember to follow social distancing guidelines at all times when using outdoor areas.

10.2 Q: Are housing estate playgrounds and outdoor gyms open?

A: In April, we closed 32 outdoor playgrounds and three outdoor gyms on housing estates to help control the spread of COVID-19 and as directed by the government.



Playgrounds and outdoor gyms will open from Saturday 4 July. We have COVID-19 risk assessments in place for these publicly accessible facilities with shared equipment; they are checked and cleaned more regularly but not sanitised or disinfected.

Signage reminds users, including supervising adults, how to use these spaces safely and appropriately. Please:

- avoid using facilities when they are busy
- sanitise or wash your hands for 20 seconds regularly, before and after using equipment
- do not use this facility if you or any member of your household has coronavirus symptoms or are self-isolating
- keep a safe distance from anyone outside of your household including when waiting to use equipment
- take any disposable PPE home with you or use the bins where provided

It would help if you took more precautions when you can't maintain a social distance of 2 metres, such as wearing face coverings, facing away from each other, and minimising the amount of time in contact with others as much as possible.

If you see crowds gathering in these areas public areas, please telephone the Police on 999. You can make reports to them anonymously.

Go to www.westminster.gov.uk/parks-gardens-and-open-spaces to discover more about parks, gardens, and open spaces in Westminster, including opening times and locations.

11. Parking and ordering fobs

11.1. Q: Are you enforcing parking on and around my estate?

A: Parking enforcement has resumed, and this includes on housing estates where it is safe to do so.

It is more important than ever that you only park where permitted, and where required have your valid permits on display for our parking marshals to see. If you have regular visitors to your home such as carers, please make sure that their permits are on display and they are using the correct bays.

You can read more about the Traffic Management Orders in your area by visiting www.westminster.gov.uk/yourhousing/your-community/parking-garages-sheds-and-allotments.

11.2. Q: How can I get parking permit or parking scratch card?

A: Contact us to buy visitor parking scratch cards, now only available via phone. These will then be posted to your home address within 5 – 7 working days.

We are currently working with the parking team to make more efficient and alternative arrangements to obtain permits and will continue to keep residents updated.



In the meantime, please go online to www.westminster.gov.uk/yourhousing/parking to find out more.

11.3. Q: I need a new fob. How can I get one?

Contact us to buy a new fob, if you have lost yours or need an additional one for your building (available depending on the size of your home). We will post your new fob to you within 5 working days. If it's urgent, you may be able to collect your new fob by appointment from a service centre.

12. New tenancies - allocating housing, bidding, viewings and moves

12.1. Q: Who are you prioritising housing for and allocating new tenancies to, in the interim?

A: As part of our *City for All* strategy, residents and families of Westminster will have access to the best support at every key stage of life. We are focused on designing and delivering services for those most vulnerable.

In these exceptional circumstances, we still do everything we can to support the vulnerable and help people into a safe place to live sooner, all in accordance with Government guidance.

People that need to move for urgent health and welfare reasons are always our top priority and so we have decided on an interim approach to our allocations policy.

We have also changed the way we set up new tenancies and move people, to ultimately help safeguard those most at risk during this time and offer housing where most appropriate. We will not move anyone on the governments vulnerable or shielding list or with COVID-19 symptoms.

Read the full details of these changes including how people are allocated homes and move, at www.westminster.gov.uk/housing-strategies. The government's guidance we are following at www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak#social-landlords.

12.2. Q: How are you offering or allowing bidding on housing, and minimising risks during the moving process?

First, we are contacting approved applicants to let them know about these changes and encourage them to check our email alerts and the website regularly for updates. If applicants have any questions, they should call 0207 641 1000 or email hsscuserservices@wchss.org.uk.

1. We are then making direct offers to people that need to move urgently, due to the impact of Covid-19, in line with our interim priority list which prioritises essential moves for eligible applicants.



Bidding options as part of Choice-Based Lettings (CBL) will be gradually offered so certain groups of applicants, and willing to move during Covid-19, can bid for preferred properties online at <https://westminster.homeconnections.org.uk>.

The way we offer viewings, sign-up tenancies and assist moving has been transformed. Viewings will now be done digitally through photographs or video instead of in person, tenancy agreements will be signed electronically wherever possible and our relocation company follow strict safety measures based on COVID-19 risk assessments.

We have decided to offer bidding to groups gradually to ensure we can manage these new ways of working to keep people safe. We will only move those willing and not move anyone on the governments vulnerable or shielding list or with COVID-19 symptoms.

Read the full details of these changes including how people are allocated homes and move, at www.westminster.gov.uk/housing-strategies.

12.3. Q: I'm an applicant waiting for more suitable housing – how will you keep me updated?

A: We have written to and sent emails and texts (where we have these contacts) to all applicants eligible and waiting for housing, to explain the options and how we will keep them updated about changes moving forward. We have also set up an electronic mailing list, so people can receive alerts from us about our housing allocations and moves, as we respond to government guidelines.

We understand some applicants may have been waiting longer or have more points to bid with - but if they have secure housing for now, they may not need to move as urgently as others.

We are doing everything we can to ensure applicants are not disadvantaged as a result of these interim changes and thank everyone for their patience and understanding. Points and positions on waiting lists are unaffected by these changes, as detailed online at www.westminster.gov.uk/housing-strategies

If you are an applicant and have updated your email address or telephone numbers, please call us on 0207 641 1000 or email hsscuserservices@wchss.org.uk.

13. Homelessness

13.1. Q: Where should people go for help if they are experiencing homelessness in Westminster?

A: In the first instance, people experiencing or at risk of homelessness in Westminster should call us on 020 7641 1000 or register for help online at www.westminster.gov.uk/homelessness.



13.2. Q: Why have you closed your Housing Solutions Service centre to people experiencing homelessness?

A: The Housing Solutions service centre at 82 Bruckner Street remains open by appointment only, from Monday to Friday from 11am to 3pm, to help keep everyone safe and slow the spread of coronavirus.

Appointments can be made by calling 020 7641 1000 and online at www.westminster.gov.uk/homelessness.

The Passage have closed their centre and our Freephone number is listed for use to get help, on their door signage.

For further information visit

westminster.gov.uk/coronavirus-housing