



Welcome to the TMO



Freephone 0800 137 111

www.kctmo.org.uk

For translation, Braille or Large
Print please ring 020 7605 6346.

Pour recevoir toute traduction,
documentation rédigée en braille
ou en gros caractères, veuillez
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للحصول على نسخة مترجمة، طريقة
بريل أو بحروف كبيرة من فضلك
اتصل بتليفون 02076056346

অনুবাদ, ব্রেইল বা বড় ছাপার
জন্য দয়া করে ফোন করুন
020 7605 6346 এ নাম্বারে

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6346

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020 7605 6346.

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grande, llame al 020 7605 6346.

برای دریافت ترجمه، حروف برجسته
و حروف درشت لطفاً با تلفن
020 7605 6346 تماس بگیرید.

Charles House, 375 Kensington High Street, London W14 8QH
www.kctmo.org.uk



Kensington
& Chelsea | TMO

Produced by the Kensington and Chelsea
Tenant Management Organisation (TMO)

Freephone: 0800 137 111
www.kctmo.org.uk



Hello

I wish you a warm welcome to your new home and neighbourhood and to Kensington & Chelsea TMO.

As you are probably aware TMO stands for Tenant Management Organisation and that is what we are; an organisation run by and for the people who live in the Royal Borough's Council housing. The TMO Board is made up of 21 people eleven of whom are TMO tenants and leaseholders. The Chair is Juliet Rawlings who is a tenant on the Cremorne estate.

As Chief Executive my job is to make sure you live in a warm, dry and well maintained property and that you are able to do so peacefully. In return we ask that you look after your home, pay your rent on time and treat your neighbours with courtesy and respect.

We want as many people as possible to be involved in the organisation so please join your local Residents Association and make your voice heard! You can also become a member of the TMO and it costs nothing – you will find details of how to join in your welcome pack.

I also want to mention TMO Link, our colour magazine for residents, which is delivered to you four times a year. TMO Link keeps you up to date with news and information as well as meetings and social events where you can meet other TMO residents.

I hope you enjoy being part of the TMO community.

Yours sincerely

A handwritten signature in green ink that reads 'Gordon Perry'.

Gordon Perry
Chief Executive

Managing council housing for tenants and leaseholders in the Royal Borough

Chief Executive
Gordon Perry

The Royal Borough of
Kensington & Chelsea
Tenant Management
Organisation Ltd.

Registered Office:
The Town Hall,
Hornton Street,
London W8 7NX

Registered in England
& Wales No. 3048135
VAT No. 672 0689 19

TMO Contact Details

TMO Head Office

- Kensington Chelsea TMO
Charles House
4th Floor
Kensington High Street
LONDON W14 8QH

FREEPHONE

0800 137 111

LEASEHOLD SERVICES

Contact the One Stop Shop
020 7605 6464

Worlds End Estate Office

- Blantyre Street
LONDON SW3

RNID

Type Talk
18001 0800 137 111

Housing Management North

- 36 Oxford Gardens
LONDON W10 5UQ

Online

www.kctmo.org.uk

Kensal Estate Office

- 19 Golborne Road
LONDON W10 5NY

Estate Parking

- t:** 0800 137 111
- e:** parking@kctmo.org.uk
- o:** www.kctmo.org.uk/Parking

Reporting Repairs

- t:** 0800 137 111
- e:** repairs@kctmo.org.uk
- o:** www.kctmo.org.uk/Repairs

Residents' Involvement Team

- t:** 020 7605 6500
- e:** ResidentsFirst@kctmo.org.uk
- o:** www.kctmo.org.uk/ResidentsFirst

TMO Allocations Team

- t:** 0800 137 111
- e:** Allocations@kctmo.org.uk
- o:** www.kctmo.org.uk/Allocations

Estate Caretakers' Offices – Management South

You can contact your caretaker on freephone: **0800 137 111**

You can also meet your caretaker face to face at the following estate offices:

CREMORNE ESTATE

- Milman's House
London SW10 0BU

GROVE HOUSE

- Chelsea Manor Street
London SW3 5QB

ELM PARK GARDENS

- Block 67
21-40 Elm Park Gardens
Chelsea SW10 9QE

WARWICK ROAD

- Estate Office
Chesterton Square
Broadwood Terrace
Pembroke Road W8

SIR THOMAS MORE ESTATE

- Beaufort Street
London SW3 5BE

WILTSHIRE CLOSE

- Drayton Avenue
London SW3 2NZ

WORLDS END ESTATE OFFICE

- Blantyre Street
London SW10 OEF

Energy companies and utilities

London Electricity

t: 0800 0969 000

British Gas

t: 08459 650 650

Transco

t: 0800 111 999

British Telecom

t: 150

Mercury Cable/Wireless

t: 0500 700 102

Post Office (customer helpline)

t: 08457 22 33 44

Electoral Roll

t: 0207 361 2052



How to register with a family doctor

Introduction

Family doctors (general practitioners or GPs) play a key role in healthcare. They carry out most everyday diagnosis and treatment and it is your doctor who will refer you to hospital and for any specialist treatment you may require. It is therefore important to choose the surgery and doctor that are most likely to meet your particular needs.

Choosing a Doctor

You can choose which surgery and doctor you wish to be registered with, providing you live within a reasonable travelling distance from the surgery and the doctor is willing to accept you on his/her list.

You should telephone the surgery you have chosen to check that it is able to accept you. For example, the doctors' lists may be full, or you could live outside the surgery catchment area.

Factors that might influence your choice could include:

- is the surgery accessible by public transport?
- is suitable access available for wheelchairs or without the use of stairs?
- availability of a male or female doctor?
- experienced or newly qualified doctor?
- languages spoken by the doctors and staff?
- convenience of the doctor's consultation times?
- access available to other doctors within the practice or only with the doctor you are registered with?
- range of clinics and services available?

Having selected a surgery, if you are still not sure which doctor would best suit your needs, you can discuss this with the Practice Manager. You could also talk to neighbours and friends in the area.

Practice Leaflet

All surgeries have a practice leaflet giving information about the surgery, the doctors, the other staff who work there and the services available. You can contact or visit the surgery and ask for a copy to help you make a decision.

Registering with a doctor

Everyone living permanently in Great Britain is entitled to be registered with and receive services from a family doctor.

You do not have to register all members of your family with the same doctor, but it is usually easier for a doctor to understand and treat a problem if he/she knows the whole family.

All you have to do is take your medical card with you to the surgery and tell the receptionist you wish to register.

If you have lost or mislaid your medical card, you will be asked to complete a short form to help trace your medical records from your previous doctor.

Don't Forget

Ask the Practice Manager for a copy of the practice leaflet. It will explain how the surgery works and provides lots of other useful information.

Changing Doctor

You have the right to change your doctor if you want to and it is now easier to do this, providing there is an alternative doctor in your locality.

You do not need your doctor's consent to change or even need to let him/her know, although it would be helpful.

You simply apply to register with the new doctor of your choice.

You should be aware a doctor can also remove you from his/her list without any reason being given.

If you are removed, the doctor must give you seven days notice to give you time to find another doctor. During this time he/she is still responsible for your care.

However, this happens rarely and only in exceptional circumstances.

NHS Direct

NHS Direct is a confidential 24-hour advice and health information service staffed by nurses and professional advisers. You can call NHS Direct on **0845 4647**, any time, for immediate advice on what to do if you or a family member feels ill. If you have access to the internet then you can visit NHS Direct online at **www.nhsdirect.nhs.uk**. For those whose preferred language is not English, there is a confidential translation service.

Local Doctors Surgeries

Chelsea and Worlds End

The Surgery

18 Thurloe Street, SW7 2SU

t: 020 7225 2424

The Surgery

29 Thurloe Street, SW7 2LQ

t: 020 7584 6771

Worlds End Health Centre

529 Kings Road, SW10 0UD

t: 020 8846 6399

The Surgery

57 Sydney Street, SW3 6PX

t: 020 7352 8031

The Surgery

5 Sloane Avenue, SW3 3JD

t: 020 7581 3187

The Chelsea Practice

Flood Walk, SW3 5RR

t: 020 7352 8043

The Good Practice

409 Kings Road, SW10 0LR

t: 020 7351 1766

Knightsbridge Medical Centre

71-75 Pavillion Road, SW1X 0ET

t: 020 8237 2600

Earls Court & Old Brompton Road

Brompton Medical Centre

237 Old Brompton Road, SW5 0EA

t: 020 7373 4102

The Surgery

32 Eardley Crescent, SW5 9JZ

t: 020 7373 0140

Redcliffe Surgery

10 Redcliffe Street, SW10 9DT

t: 020 7460 2222

The Surgery

7 Stanhope Mews West, SW7 5RB

t: 020 7835 0400

Courtfield Medical Centre

73 Courtfield Gardens, SW5 0NL

t: 020 7370 2453

Rosary Gardens Surgery

45 Rosary Gardens, SW7 4NQ

t: 020 7373 6557

Om Sai Medical Centre

248 Earls Court Road, SW5 9AD

t: 020 7835 1455

The Surgery

269 Old Brompton Road, SW5 9JA

t: 020 7370 2643

High Street Kensington

Kensington Place Surgery

5 Kensington Place, W8 7PT

t: 020 7229 7111

Holland Park Surgery

73 Holland Park, W11 3SL

t: 020 7221 4334

Abingdon Medical Centre

88-92 Earls Court Road, W8 6EG

t: 020 8746 5959

Kensington Park Medical Centre

75 Russell Road, W14 8HW

t: 020 7603 5206

Scarsdale Medical Centre

2 Scarsdale Place, W8 5SX

t: 020 7376 0897

Emperor's Gate Centre for Health

49 Emporers Gate, SW7 4HJ

t: 020 8237 5333

The Surgery

2 Scarsdale Villas, W8 6PR

t: 020 7937 3343

The Surgery

7 Kynance Place, SW7 4QS

t: 020 7581 3040



Local Dentists

Chelsea and Worlds End

V K Patel & Associates

407 Kings Road, SW10 0LR

t: 020 7352 7049

J D Hull & Assoc -Fulham Rd Dental Care

242-244 Fulham Road, SW10 9NA

t: 020 7376 3330

Mr Yeoh's Dental Surgery

4 Worlds End Place, SW10 0HE

t: 020 7352 0926

Worlds End Health Centre

529 Kings Road, SW10 0HE

t: 020 8846 6336

Violet Melchett Dental Clinic

Flood Street, SW3 5RR

t: 020 8846 6693

Part time service only. Monday & Friday.

Dentist is only accepting patients within the area and there is a 4 month waiting list.

R P Gin Dental Surgery

47 Cadogan Street, SW3 2QJ

t: 020 7581 0811

Earls Court

Earls Court Dental Practice

121 Earls Court Road, SW5 9RL

t: 020 7373 4846

High Street Kensington

Ora Care Dental

244 Kensington High Street, W8 6ND

t: 020 7603 7222

NOT Registering Charge Paying Adults for NHS treatment

Boots Dental Care (Kensington)

127a Kensington High Street, W8 5SF

t: 020 7937 6385

Only Private Patients

Dr Mesbahi's Dental Surgery

80 High Street Kensington, W8 4SG

t: 020 7938 2833

D S Jamus Dental Practice

13 Kensington High Street, W8 5NP

t: 020 7937 3951

Provides occasional NHS treatment to non registered patients

Unless stated otherwise, practices **do not offer occasional NHS treatment to patients not registered with the practice** – and will register;

- Charge Paying Adults for NHS treatment
- Charge Exempt Adults for NHS treatment
- Children aged 0-18 years for NHS treatment

Local Opticians

Chelsea and Worlds End

Arthur Morrice

13 Beauchamp Place, SW3 1NQ

t: 020 7584 4661

R&B Eyewear Ltd (ISIS)

153c Fulham Road, SW3 6SN

t: 020 7823 8080

Chelsea Eye Centre

176 Kings Road, SW3 4UP

t: 020 7351 3847

Auerbach & Steele

129 Kings Road, SW3 4PW

t: 020 7349 0001

David Clulow Opticians

185 Kings Road, SW3 5EB

t: 020 7376 5733

Thomas H Collison Ltd

Chelsea & Westminster Hospital,
SW10 9NH

t: 01784 244 327

High Street Kensington

Specs of Kensington

10 Earls Court Road, W8 6EA

t: 020 7938 1251

Boots Opticians Ltd

127a Kensington High Street, W8 7RG

t: 020 7938 1620

David Faulder Opticians

218 Kensington High Street, W8 6ND

t: 020 7937 8790

Bromptons Opticians

202a Kensington High Street, W8 4SG

t: 020 7937 5500

Chatoo & Co Ltd

258 Kensington High Street, W8 6ND

t: 020 7602 3065

David Clulow Opticians

82 Kensington High Street, W8 4SG

t: 020 7937 1984

Dollond & Aitchison

13 Kensington High Street, W8 5PN

t: 020 7937 0666

Sam Silver Kensington Ltd

37 Kensington Church Street
London W8 4LL

t: 020 7937 8282

The Eye Clinic

179 Kensington High Street, W8 6SH

t: 0800 783 5555

Community Facilities

Throughout the Borough there are 6 Libraries

Kensington Central Library

Philimore Walk
London W8 7RX
t: 020 7937 2542

North Kensington Library

108 Ladbroke Grove
London W11 1PZ
t: 020 7727 6583

Notting Hill Gate Library

1 Pembridge Square
London W2 4EW
t: 020 7229 8574

Chelsea Library

Chelsea Old Town Hall
London SW3 5EZ
t: 020 7352 6056

Brompton Library

210 Old Brompton Road
London SW5 0BS
t: 020 7373 3111

Kensal Library

20 Golborne Road
London W10 5PF
t: 020 8969 7736

The libraries provide story times for under fives and toddler mornings, homework clubs for 8-12 year olds with computer facilities for typing up and printing out their work. For adults there are reading groups. For more information on dates and times please contact the libraries direct.



Sport and Leisure

Kensington Leisure Centre

Walmer Road, W11 4PQ

t: 020 7727 9747

Located in the North of the borough the leisure centre provides swimming, gym, scheduled classes and court hire facilities. Often provide specialist classes e.g. swimming for people with a disability and Muslim women's keep fit. Contact the centre direct for information on timetables, pricing and availability.

Chelsea Sports Centre

Chelsea Manor Street, SW3 5PL

t: 020 7351 5382

Occupying part of Chelsea old town hall, Chelsea Sport Centre provides a wide range of facilities including a 25 metre pool with a hoist at the shallow end to assist those with mobility problems, a gym with the latest in fitness equipment, a range of timetabled fitness classes including aerobics, yoga and Pilates as well as a range of alternative therapies and holistic treatments including reflexology, Shiatsu and Reiki.

Westway Sport Centre & Portobello Green Fitness Club

1 Crowthorne Road, W10 6RP

t: 020 8969 0992

The 23 Acres of space underneath the Westway is managed by the Westway Development Trust and between the Westway Sports Centre and the Portobello Green Fitness Club some of the finest sporting facilities in the country are provided for the benefit of the community. The range of activities provided for is extensive and includes a floodlit Astro turf football pitch, basketball and netball courts, 12 tennis courts and the largest indoor climbing centre in the country.

Other Sport and Leisure Facilities

Holland Park has tennis courts, a football pitch and golf nets and don't forget the famous Playstation Skate Park under the Westway on Acklam Road.

Film and Theatre

Cinemas

Sloane Square

Cine Lumiere, 206 Kings Road,
London SW3 5XP

t: 0207 351 3742

Club Amicus

London

t: 0208 590 8374

A small social club for over 59's who meet on Sat

Cinema UGC

142 Fulham Road, London SW10 6SD

Gate Cinema

87 Notting Hill Gate, London W11 3JZ

Coronet Cinema

103 Nottinghill Gate,
London W11 3LB

t: 0207 602 6460

Odeon Kensington High Street

263 Kensington High Street,
London W8 6NA

t: 0207 602 5491

Kids Club on Saturdays

The Gate Cinema

87 Notting Hill Gate,
London W11 3JZ

t: 0207 727 4043

Theatres

Man in the Moon Theatre

392 Kings Road, SW3 5UZ

t: 020 7351 5701

Finborough Theatre

118 Finborough Road, SW10 9ED

t: 020 7373 3842

Royal Court Theatre

Sloane Square, SW1W 8AS

t: 020 7565 5000

Cadogan Hall

5 Sloane Terrace, SW1X 9DQ

t: 020 7730 4500

The Gate Theatre

11 Pembridge Road, W11 3HQ

t: 020 7229 0706

Public Transport

Tubes

Hammersmith & City Line

Ladbroke Grove
Latimer Road
Westbourne Park

Central Line

Notting Hill Gate
Shepherds Bush

District Line

High Street Kensington
Kensington Olympia
West Kensington
Sloane Square

Buses

Kensington and Chelsea is a small Borough and it is easy to get from one end of the Borough to the other

The **328** bus route takes you from the Kings Road via Kensington High St to Kilburn

The **52** bus route can be picked up from Kensington High Street and will take you
Ladbroke Grove final stop Sainsburys

The **70** bus route will take you from Bayswater to Ladbroke Grove

The **49** Bus from Kings Road to Sydney Street to St Ann' Road to Shepherds Bush
Green

The **C1** from Victoria to Kensington High Street

The **C3** from Sands End to Earls Court final stop TESCO

For detailed public transport information visit the Transport for London website at
www.tfl.gov.uk or call London Travel Information on **020 7222 1234** or **0207 941 4500**

Congestion Charging

www.cclondon.com

Second Hand Furniture

Abbey Furniture

590 Harrow Road
W10 4NJ

t: 020 8960 2223

Furniture Mart

582 Harrow Road
W10 4NJ

t: 020 8964 0929

A A Aconda Antiques

349 Lillie Road
SW6 7PA

t: 020 7381 9399

Cook LH

289 Portobello Road
W10 5TD

t: 020 8969 3458

Furlongs

586 Harrow Road
W10 4NJ

t: 020 8969 2405

Golborne Furniture

99 Golborne Road
W10 5NL

t: 020 8969 8399

Bent Ply

Unit G1/13
Church Street
NW8 8EE

Furnish

Unit 20, Mitre Bridge Ind Est
Mitre Way, W10 6AU

t: 020 8969 3332



Useful Contacts

The Council

Streetline	0207 361 3001	streetline@rbkc.gov.uk
Environmentalhealthline	0207 361 3002	environmentalhealth@rbkc.gov.uk
Leisureline	0207 361 3003	leisure@rbkc.gov.uk
Parkingline	0207 361 3004	parking@rbkc.gov.uk
Council Taxline	0207 361 3005	counciltax@rbkc.gov.uk
Benefitline	0207 361 3006	benefits@rbkc.gov.uk
Paymentsline	0207 361 3007	
Housingline	0207 361 3008	housing@rbkc.gov.uk
Educationline	0207 361 3009	education@rbkc.gov.uk
Libraries and Artsline	0207 361 3010	librariesandarts@rbkc.gov.uk
Recruitmentline	0207 361 3011	recruitment@rbkc.gov.uk
Planningline	0207 361 3012	planning@rbkc.gov.uk
Social Servicesline	0207 361 3013	socialservices@rbkc.gov.uk

For all other enquiries:

Enquiryline	020 7361 3000	information@rbkc.gov.uk
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Police

Metropolitan Police Kensington	020 7376 1212
Metropolitan Police Chelsea	020 7589 1212
Metropolitan Police Notting Hill	020 7221 1212

Hospitals with Accident & Emergency & Medical Services

St Charles Hospital, Exmoor Street, W10	020 8969 2488
St Mary's Hospital, Praed Street, W2	020 7886 6666
Hammersmith Hospital, Du Cane Road W12	020 8383 4691
Charing Cross Hospital, Fulham Palace Road, W6	020 8846 1005
Chelsea & Wmin Hospital, Fulham Road, SW10	020 8746 8000
Pharmacy Needle Exchange/ Substance Misuse	020 7341 5282



Locations

In shops displaying the PayPoint sign you can charge your electricity and gas keys/cards and pay for the congestion charge.

Chelsea & Worlds End

Ashburnham Store

14 Ashburnham Road
SW10 0PQ

t: 020 7460 7499

Bestline Food & Wine

399 Kings Road
SW10 0LR

t: 020 7352 4044

Singeetas News

510 Kings Road
SW10 0LD

t: 020 7351 0633

Whistlestop Food & Wine

38-40 Thurloe Street
SW7 2LT

t: 020 7591 3991

Earls Court

Dhawan News

155 Old Brompton Road
SW5 0LJ

t: 020 7370 0283

Warwick Food

6 Warwick Road
SW5 9UG

t: 020 7460 1232

High Street Kensington

Jai News Ltd

254 Kensington High Street
W8 6ND

t: 020 7603 759

Local Schools

There are a number of schools throughout the Borough and the Education Department has its own policies and procedures for admission to the schools.

Please contact them on 020 7361 3009 or education@rbkc.gov.uk for more information.

The Vewing Officer will advise you of schools in the Local area but it does not necessarily mean your child will get admission to the school.

Benefits Agency for Tenants living in the South (SW3,SW5,SW7,SW10)

Fulham Job Centre
Waterford House
Waterford Road
SW6 2DL

t: 0845 377 6001

To follow up a claim for benefits, please call 0845 600 2773