

Grenfell Fire Response News

Finding homes for residents

Our focus is on helping those people from Grenfell Tower and Grenfell Walk who have lost loved ones, homes and all of their possessions as a result of the fire.

We are working hard to find good quality temporary homes for residents and will make offers to all those affected from Grenfell Tower by Wednesday 5th July. The community has asked us to provide clarity on the following issues regarding housing:

- Everyone whose home was destroyed in the fire will be offered a temporary home in the Royal Borough of Kensington and Chelsea or a neighbouring borough.
- Accepting the offer of temporary accommodation will in no way affect their rights to a permanent social housing home.
- No one will be made intentionally homeless. We will make sure that the temporary home offered is right for each individual family.
- Accepting an offer of a temporary home will not affect benefits in any way.
- The government has given guarantees that no immigration checks will be made on anyone needing assistance. We continue to ask for anyone that needs help to come forward and speak with us.

If anyone needs further reassurance or would like to come forward for help please call the Red Cross helpline on **0800 458 9472** or visit the Westway Sports & Fitness Centre between 10am and 8pm at 1 Crowthorne Road, W10 6RP.

DVLA support available

If you need to replace a driving licence we can help. The DVLA will be available all week at the Westway Sports & Fitness Centre to help people with driving licences and other vehicle documents. Alternatively please call **0300 083 0103**.

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What is this newsletter for?

This is the ninth edition of the Grenfell Fire Response Team newsletter. We want to keep you up to date with all the latest information and services available to help. The newsletter is also available in **Arabic** and **Farsi** languages. For up to the minute info, please follow us on Twitter **@grenfellsupport** and on Facebook at **facebook.com/grenfellsupport** or visit **www.gov.uk**

Health Update

Public Health England (PHE) has been providing specialist advice on health following the Grenfell Tower fire. Here is their latest health advice on air quality, water quality and the handling of any waste materials and debris.

Air quality

The risk to people's health from air pollution around the site is low. Public Health England is constantly monitoring air quality and the latest readings show the air pollution level near the site continues to be low. Air quality monitors were installed in the immediate area of Grenfell Tower with additional equipment put in on Friday to support ongoing monitoring.

Water quality

Drinking water quality has not been impacted by the fire and tap water is safe to drink and use as normal.

Waste materials and debris

If you have waste material or debris from the fire at your property, please contact the Royal Borough of Kensington and Chelsea Council on **020 7361 3001** to make arrangements for them to collect it.

Air purifiers

Air purifiers, which are generally used to reduce allergens from pets from the air, are not recommended for use in this situation because larger particles produced during the fire will have already settled and not be present in the air. Larger dust particles settle quickly on to surfaces and are best removed by dusting with a damp cloth.

More advice can be found on the Public Health England website

Other important contacts

Bereavement support: Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk. Line is open 24 hours a day.

Replacement UK passports, visas or immigration queries
Call our advice line on **0300 222 0000**. The line is open 24 hours a day.

Air quality and smoke exposure: If you have concerns about any symptoms, please see your doctor or call NHS 111.

NHS Mental health support: Call **0800 0234 650** or email cnw-tr.spa@nhs.net for mental health support. The line is open 24 hours a day.

Victim support: Call **0808 1689 111** for practical and emotional support, or visit victimsupport.org.uk. The line is open 24 hours a day.

Further support: Further support is available at the Assistance Centre, Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP, open from 9am to 11pm.

You can also call the Red Cross for 24 hour support on **0800 458 9472**.

If you have been affected and have any other questions about the support available, please email support@grenfellresponse.org

Regular updates: For regular updates please follow us on Twitter at [@grenfellsupport](https://twitter.com/grenfellsupport) and on Facebook at facebook.com/grenfellsupport, or visit www.gov.uk

What help is on offer?

If you come to the Assistance Centre at **Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP** you will be able to access services and support provided by the team from 9am to 11pm.

A Red Cross helpline is in action to help give practical or emotional support to anyone who needs it.

The number is
0800 458 9472.

This is available 24 hours a day.

Any family and friends concerned about their loved ones are asked to contact the Metropolitan Police on **0800 032 4539**.

If you have been affected and have any other questions about the support available, please email support@grenfellresponse.org

Please do not send any personal data like bank details or your address to this email account – rest assured when we contact you, we'll get any additional information we need.

There are a range of funds available to those affected by the Grenfell Tower fire.

Department for Work and Pensions

The government has a £5 million Grenfell Tower Residents' Discretionary Fund, including guaranteed payments of £5,000 into bank accounts for each household and £500 cash for individuals who have permanently lost their home to help meet immediate needs, such as food and clothing.

How to apply: Please visit the Assistance Centre at the Westway Sports & Fitness Centre, 1 Crowthorne Road, W10 6RP where help is available to access this funding.

Receiving this funding will not affect any existing benefits that are being claimed by individuals.

John Lyons Charity

Funding is available for groups or organisations working with children, young people and families. This is available to registered charities, community interest companies, non-profit community groups, schools and local faith groups.

How to apply: Organisations should complete an application form online at www.jlc.london/news/grenfell-tower-disaster and **submit to info@jlc.london**

London Funders

A £1 million fund is available for smaller charities and local organisations that stepped in to help in the immediate response to the disaster. This fund will help reimburse organisations and to make sure their ongoing work is supported.

How to apply: Please download an application form from www.londonfunders.org.uk/about/grenfell-fire-response

London Funders will also be in the Westway Sports & Fitness Centre on Thursdays to help fill in forms.

London Emergencies Trust

The next of kin for each of those who tragically lost their lives in the Grenfell fire are to receive an initial £20,000. Those injured and hospitalised for seven days will receive an initial £10,000, and those injured and hospitalised for six hours or more an initial £3,500. London Emergencies Trust is distributing these funds on behalf of the British Red Cross, K&C Foundation and the London Community Fund / Evening Standard Dispossessed Fund.

How to apply: Family Liaison Officers (FLO) who are attached to families affected will pass on and help fill in an application form. You can also call the Red Cross helpline on **0800 458 9472**.

Rugby Portobello Trust

Financial support for residents of Grenfell Tower and Grenfell Walk of up to £10,000 to help as they move to new homes.

How to apply: Please apply through the Rugby Portobello Trust by calling **020 7229 2928** or email newhomesteam@rpt.org.uk

Frequently asked questions

How long will the Assistance Centre be open?

The Assistance Centre will remain open for the foreseeable future. We're speaking to people who've been directly affected by the fire at Grenfell Tower to find out what support they need, when they need it and where the best place is for them to access it. We will then decide how to deliver the services and support needed.

Are people being forced out of the borough, or being made intentionally homeless?

No one is being forced to move out of London, or being threatened with being made homeless. We're working to find the right accommodation for those affected residents, either in Kensington and Chelsea or neighbouring boroughs.

Will victims have to pay for outstanding utility bills?

The Government and utility companies have announced a package of support for Grenfell victims across energy, water and telecommunications. This includes suppliers agreeing to write off outstanding utility bills for victims of the fire, and the support comes on top of the £5 million fund to

pay for emergency supplies, food, clothes and other costs. Further details can be found here:

<https://goo.gl/yhcnIU>

How can people find their post?

Grenfell Tower's post is being held at Royal Mail's West London Delivery Centre, Unit 20-23, 7 Premier Park Road, London NW10 7NZ (Open from 8am to 2pm Mon to Sat, 9am to 1pm on Sun).

There will also be a collection location at Westway Sports & Fitness Centre car park.

No ID is required for collection. A free Royal Mail Redirection service is available to those affected for a period of one year. For more information on these services call **01752 387055**.

Where should people call with information about missing people?

If anyone needs to report a missing person or report information please use the new incident room number – **0800 032 4539**.

I've lost my passport in the fire and don't know what to do?

If your passport, British Residence Permits, nationality, birth and marriage certificates or visas have been destroyed as a result of the Grenfell Tower Fire, then help

is still available to you. You can meet with an advisor at the Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP or call the 24 hour advice line on **0300 222 0000** to arrange for a call back by a member of the visa and passport team.

Will my eligibility for benefits be affected if I receive the £5,500?

The Department for Work and Pensions have said that your income-related benefits won't be affected by payments from the fund. Other benefits such as Personal Independence Payments won't be affected either and any payments from the emergency fund will not be taxed.

When will I get hot water back?

The hot water boiler which provided hot water and heating to Grenfell Tower and local properties was destroyed by the fire. Work has commenced on fitting a new temporary boiler and we are working hard to get hot water running as soon as possible. We are offering any residents affected hotel accommodation whilst we fix this.

For all other contacts, please consult our leaflet.