

## Cyber Attack Update

Important information for Kensington and Chelsea residents



On Monday 24 November the Council was the victim of a **cyber attack**.

A **cyber attack** is when someone tries to break into an organisations systems.



Since the cyber attack a lot of Council services are not working properly, and it will take months to get all services back up and running.



During the cyber attack some of our data has been copied and taken.



We are checking if this data contains any personal or financial details of residents.

We will let you know when we know more.



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

This cyber attack has impacted Kensington and Chelsea Council, Westminster City Council and Hammersmith and Fulham Council.



City of  
Westminster



We are working with the Met Police and other important organisations to find out who did this.



Contact us using the details in this document or by visiting the Customer Service Centre at Kensington Town Hall between 9am and 5pm Monday to Friday.



Please be aware that we are experiencing some problems with our phone lines so wait times might be longer.



Our **switchboard** number is 020 7361 3000  
A **switchboard** phone number is the main phone number for the Council. When you call it they help you call the right department you want to speak to.



Housing enquiries 020 7361 3008 or  
[HousingSolutions@rbkc.gov.uk](mailto:HousingSolutions@rbkc.gov.uk)



Adult and Children Social Services 020 7361 3013 or  
[SocialServices@rbkc.gov.uk](mailto:SocialServices@rbkc.gov.uk)



Environmental Health and Streetline 020 7361 3002 or  
[Env.Health@rbkc.gov.uk](mailto:Env.Health@rbkc.gov.uk)







Housing Management  
Enquiries [HM-  
customerservices@rbkc.gov.u  
k](mailto:HM-customerservices@rbkc.gov.uk)

Housing Management repairs  
0800 137 111

**Cyber attack updates** Close

A recent cyber-attack is affecting some of our services. We're sorry for any disruption caused. Our teams are working to fix issues and keep services running. Read our [latest FAQs](#). Find out how to [contact us](#). Read more about the [cyber-attack incident](#).

[Home](#) > [Contact us](#) > Call or email us

**Call or email us**

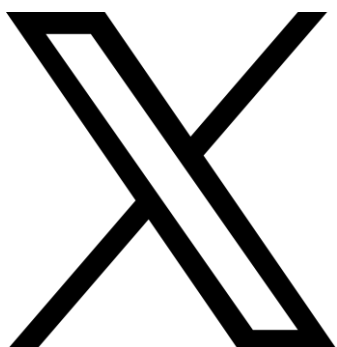
For any other questions please visit the contact us page on our website to find more services phone numbers and email addresses:

[www.rbkc.gov.uk/contact-us/call-or-email-us](http://www.rbkc.gov.uk/contact-us/call-or-email-us)



We are posting regular updates about the cyber attack on our Instagram and X accounts

[www.instagram.com/kensingtonandchelseacouncil](https://www.instagram.com/kensingtonandchelseacouncil)



[www.x.com/rbkc](https://www.x.com/rbkc)

