

All Residents
Grenfell Tower
London
W11 1TQ

Dear Resident

Consultation – Concierge Service for Grenfell Tower

We have received a request from the Grenfell Tower Leaseholders Association to consider a security/concierge service at Grenfell Tower and to provide residents with estimated costs of various types of provision.

The proposed service would monitor CCTV, prevent unauthorised visitors within the block and to carry out regular patrols. We have been asked to consider if this could be provided from a staffed desk in the lobby area.

As you will remember following a previous consultation, residents agreed to the removal of a security service which resulted in the lobby area being designed without a concierge facility. We need to consider if it is possible to add such an office in the lobby area and what the capital costs of creating this space are likely to be.

There are three options which have been scoped and priced following the request from Leaseholders:

1. Security/Concierge service operating 24 hours per day, seven days a week (including bank holidays)
2. Security/Concierge service operating Monday to Friday, 6pm to 8am and 24 hours per day over Saturday and Sunday.
3. Security/Concierge service operating Monday to Sunday, 6pm to 8am

The table below breaks down indicative costs of this service, and shows the weekly cost to each household.

| Options | Hours per week | Annual Charge | Monthly Charge | Weekly cost per household |
|----------|----------------|---------------|----------------|---------------------------|
| Option 1 | 168 | £105,722.05 | £8,810.18 | £16.94 |
| Option 2 | 118 | £73,798.56 | £6,149.88 | £11.83 |
| Option 3 | 98 | £61,482.39 | £5,123.53 | £9.85 |

All estimates above are based on an hourly charge rate of £11.81p which includes the additional cost of covering the service during bank holidays.

As above, these are indicative costs and should the majority of residents wish to progress with a preferred option, this would require a detailed specification to be

drawn up on the type of service provision and a procurement exercise to be carried out to ensure value for money is obtained for the service being offered. This could result in costs increasing beyond those outlined above.

These costs will be recharged to residents through service charge provisions in your overall rent. They are housing benefit/universal credit eligible costs but those who do not claim any assistance with rent payments will be required to pay these costs directly.

We would therefore like to consult residents in principal on whether you would like a Security/Concierge service or not and what your preferred option would be. Attached is a reply slip for you to tell us your views. Please return these completed slips to the Latimer Office adjacent to Station Walk by Friday 30th June 2017.

After this date, replies will be collated and residents will be advised of the outcome of the initial consultation before any further work is undertaken. Should the majority of residents be in favour of the TMO taking this further, then we would proceed with carrying out a feasibility study of locating the service in the lobby area. This would also include an assessment of the capital costs associated and an assessment of the potential funds available to take this forward.

Yours faithfully



Kiran Singh
Head of Neighbourhoods (North)

Grenfell Tower Concierge Service – Consultation feedback form

Name:

Address:

Contact number:

Email:

My preference is as follows:

Option 1 - Concierge service operating 24 hours per day, seven day a week (including bank holidays)

Option 2 - Concierge service operating Monday to Friday, 6pm to 8am and 24 hours per day over Saturday and Sunday

Option 3 - Concierge service operating Monday to Sunday, 6pm to 8am

Option 4 – I am not interested in having a concierge service

Other comments:

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Please return to the Latimer Office – Station Walk

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