

Mr E Daffarn  
134 Grenfell Tower

By email

292a Kensal Road  
LONDON  
W10 5BE

Claire Williams

[REDACTED]  
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Date: 10 November 2014

Dear Mr Daffarn

### SURVEYS AND WORKS TO YOUR HOME

Further to the visit to your home by Rydon's Resident Liaison Officer, Maxine Igbinedion, I am writing to respond to your queries as I understand them - on the need for the survey and the future proposal for heating works.

#### The survey

- Allows the contractor to meet the resident face-to-face and establish a relationship
- The contractor can then understand any particular issues the resident may have which could impact on works, eg pets or health concerns
- The surveys are picking up heating layout requirements (see below)
- The contractor will discuss with residents the respite facility available during works
- At the appropriate stage the contractor is to take photographs- to protect both parties should there be any report of a problem, for example cracked glass
- The contractor is briefed to advise residents of the timeframe of works within flats, ie that access to the flats will be needed from January 2015 and that there will be adequate notice given
- To advise residents that the scope of works will be the installation of the new heating system, and the replacement of the existing windows. The heating system layout will potentially vary from flat to flat depending on the furniture layout, for example if the living room to a two bed roomed flat has been divided. The old windows and the birch panelling will be removed from the inside of the flat. The externally fitted cladding frame will contain a window frame that will be glazed internally and new panelling installed.



At recent consultations we have had available the attached sheet showing works within each flat.

### Heating layout

You appreciate that we are going to install a full system into flat 145 so that residents can see the actual pipe layout (rather than the anticipated one the TMO installed prior to contractor Rydon being on board).

Once a full survey has been carried out to your flat, the process is that a heating layout drawing will be provided – that the resident signs off to show agreement of the proposed pipework routes. This makes it clear to the contractor as to what works they are to do in each flat, and protects both the resident and the contractor from any misunderstanding.

When works are carried out within your flat, if you have any valuable belongings it is your responsibility to make sure that they are locked away/safe; again to protect both you and our contractor.

We are awaiting the contractor's method statements for how the works are done, but this will include dust sheets to be laid prior to works, and vacuuming post works. Residents who are fit and able will be asked to move their furniture out of the way to facilitate works.

I am now getting more enquiries from residents on the heating, and will be updating residents once I have firm information from Rydon in terms of timescales; so thank you for your early enquiry.

Please let me know if you have any queries, otherwise I would suggest you make an appointment with Rydon to carry out a full survey of your flat in December 2014.

Yours sincerely,

A handwritten signature in blue ink that reads "Claire Williams".

Claire Williams  
Project Manager

Cc: Maxine Igbinedon-Rydon; Siobhan Rumble-KCTMO