

GRENFELL TOWER ISSUES MATRIX

No.	Resident Issue	TMO/Rydon Response
1	Boxing in open pipework at floor levels as well as ceiling.	
2	Location of HIU in the kitchen if resident wishes.	Agreed.
3	Clean the lifts and common parts during the day and certainly at the end of the day, including mopping floors to reduce dust on landings and in flats.	Rydon to review their cleaning regime at the end of each day and work with OCS to co-ordinate better the activities of the two companies. Rydon to meet residents and walk the block to identify areas where standards of cleanliness do not reach an acceptable standard.
4	Remove the blue cover in the lifts once weekend working is finished and clean the one used by builders during the day.	Rydon have cleaned the blue lift cover. This was limited to a dry vacuum cleaning, as wet cleaning would damage the fire retardant coating on the cover. The TMO has asked Rydon to review the cover and look at options for keeping it cleaner and to remove the cover each weekend. This can be reviewed at the September meeting.
5	Assistance to set up a resident Compact.	Samantha deHaan has provided the constitution and will contact residents group to arrange a meeting to set up the Compact. Agreed that sub-lessees will also be involved.
6	Some residents who have had the HIU installed in the hallway believe they will lose their tenancy if they now ask for it to be moved; some residents still frightened to ask for the HIU in the kitchen.	There is no question of the loss of a tenancy relating to the location of the HIU in the hallway. Peter Maddison will personally meet any resident who has this concern.
7	Ward councillors to write to all residents, clarify their role and advise residents to contact them if they are reluctant to raise issues themselves	To be done the weekend of 29-31 August.
8	Establish regular monthly meetings with Peter Maddison for the remaining life of the works programme, formalised with the Compact once it is formed.	Peter Maddison will attend regular meetings with appropriate members of the TMO team to discuss key issues and agree a way forward on the project.
9	Provision of the current scheduled completion date.	Currently the projected completion is the end of October. This is likely to extend slightly for some environmental improvements between the site boundary and that of the Academy and Leisure Centre. Further details will be provided when available.
10	Residents object to being told that it is their actions that are delaying completion of the works.	

11	The future of the well-respected Site Manager.	The Rydon Site Manager is serving his notice as he has an offer from another employer. Rydon have changed their management team structure and, with new staff, will ensure continuity to the end of the project.
12	Concerns around Paragraph 7 of the kitchen HIU approval form	Agreed that Paragraph 7 is not appropriate. It is not possible to guarantee that the kitchen will be in precisely the same condition after the installation works but it will be reinstated to a similar condition. The paragraph will either be amended or deleted entirely.
13	Residents want the paragraph amended, not deleted and to discuss and agree with the TMO what amendment will be appropriate.	
14	Update on promised independent investigation of the safety and risks of the HIU location in the hallway for both one and two bedroomed flats	Building Control will shortly inspect the installations and an update will be provided when available.
15	Update on Rydon's investigation into allegations of harassment and threats by some employees of Rydon and of TMO	To investigate such matters, residents have to provide specific details. Complaints can either be channelled through Rydon or through the TMO complaints procedure. The TMO will reconfirm details of these channels and the appropriate contact details in the next edition of the newsletter.
16	Some residents gave Mr. Lawrence their flat numbers so that their allegations could be investigated.	Mr. Lawrence has not yet replied with the result of his investigations.
17	Clarify working times, especially when drilling will take place.	Contractor work hours are 8am – 5pm Noisy working is limited to 9am – 3pm
18	Noisy work after 3 pm has been reported on a number of occasions in the last few weeks. It generally eventually stops when reported but it should not be happening at all.	
19	Rydon operatives were in one of the lifts at 7 am last Tuesday and one lift was stuck on floor 17 for most of the day. Why?	
20	End builders' swearing, use of abusive and sexually explicit conversations and playing loud music that can be heard in flats.	Any inappropriate behaviour should be reported to Rydon, who take this very seriously. Each operative has a numbered vest and if that number can be quoted, then it is more likely the matter can be effectively tackled.
21	Arrange access to showers in Leisure Centre for when hot water is shut off for more than one day	The TMO is looking at options to provide access to alternative hot water facilities for washing and will confirm this in advance of the works.
22	This issue should be discussed and agreed with residents in good time and not at the last minute.	
23	Change floor numbers back to reflect current flat numbers and find an alternative numbering system for the two new floors	Royal Mail requires the lower floors to be numbered, so that the address is easily identifiable for the emergency services in the case of any incident. Floors have been re-numbered and temporary signage fitted until the final

		version is available. The floor levels have been altered and it is not possible to revert to the old numbering.
24	Change the red lights in one lift to blue.	The TMO will investigate this matter further.
25	Install notice board in the reception area for use by the Compact and to display newsletters.	The TMO will provide a notice board in the reception area.
26	Improve and develop effective communication between all parties, including ward councillors and the MP.	The TMO is committed to working with residents to achieve broad and effective consultation and communication with all parts of the community. The TMO hopes the proposed Compact will help achieve this.
27	Some of these issues are not simple to fix. Rydon must raise their game, deliver works to a higher standard, treat residents with respect, end their attitude that if residents make complaints or raise issues of concern they are not speaking the truth and generally improve their overall working culture. For example, residents should not have to identify an operative and report the use of bad language; Rydon should inculcate a culture in its workforce that this is not acceptable at any time.	
28	Residents wish to see some responses to these matters now and not wait until after the first meeting with Mr. Maddison on 9 September. The agreement to improve joint working should now be translated into actions.	