

**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA
HOUSING AND PROPERTY SCRUTINY COMMITTEE
6 JANUARY 2016**

LIVE ISSUES REPORT BY THE DIRECTOR OF HOUSING

The purpose of this report is to inform Members of recent policy and practice developments, which are likely to impact on the future work of the Business Group and to update Members on progress of current projects.

FOR INFORMATION

1. Grenfell Tower

1.1 In June 2014, Cabinet agreed the refurbishment of Grenfell Tower. The scope and benefit of the works include:

- Replacement of heating and hot water system for all properties within the Tower: giving residents direct control of their heating and hot water
- Replacement of windows with double glazed units: improving thermal and sound insulation
- Thermal cladding of the building: reducing energy usage
- Delivery of nine new hidden homes in the lower areas of the building: delivering additional housing, including family accommodation and wheelchair accessible units
- Re-provision of premises for the nursery on the ground floor
- Re-provision of premises for the boxing club
- Smoke/fire safety and ventilation works
- Redecoration of the communal areas of the building
- Environmental improvements – including a new play area and improved landscaping
 - Provision of a new community room

1.2 On 24th July 2014, KCTMO Board agreed to enter into contract with Rydon Construction Ltd for the refurbishment of Grenfell Tower with a revised total scheme cost of £10,300,000 (inclusive of fees). Artelia, the Employers Agent advise that these works will be delivered within this budget. Total spend to the end of November 2015 was £8,680,973.

1.3 Works inside residents' homes is almost complete: the new double glazed windows are installed and all residents are now connected to the new heating and hot water system. The new communal entrance will be commissioned early in the New Year and the nursery and boxing club will be able to move into their new premises.

1.4 There have been some delays in the works relating to demolition works and the requirement to amend the planning permission to increase the number of hidden homes from seven to nine. In recent months, two of Rydon's subcontractors went into liquidation which caused considerable delay to the completion of the steelwork to the new entrance area and the installation of the cladding. These works are now due to complete early in 2016.

1.5 The final piece of work will be the completion of the environmental works that were omitted from the KALC project. These works are outside of the scope of the original Grenfell Tower refurbishment project and the cost of £86k will be additional to the project budget. These works are programmed to complete in March 2016.

1.6 Residents of Grenfell Tower have experienced prolonged disruption over the duration of the refurbishment works and the construction of the KALC development nearby. The construction of the tower does not have any external access to the communal areas, therefore the only way of transporting operatives and materials through the building is via the passenger lifts, causing delays at peak times. Some of the works are noisy, such as the demolition works and drilling through the concrete frame of the building. Although noisy work is limited to the hours of 9am and 4pm, there is disruption to residents. Respite facilities are available for residents to use, however, they have only been used occasionally by residents.

1.7 KCTMO and Rydon have worked closely with residents over the duration of the work. Rydon has a site office in the building with Resident Liaison staff available to ensure we communicate with residents and resolve any issues promptly. We produce regular newsletters, hold resident drop-in sessions and attend meetings of the recently formed Grenfell Tower Compact. On completion of the works, we will be carrying out a detailed resident satisfaction survey to receive feedback on the completed works and to ensure that any outstanding issues are addressed. We have also recently carried out a door knocking exercise in the block to discuss the works and ensure that we have addressed any outstanding issues.

1.8 A specific issue that will be considered as part of the post works resident satisfaction survey will relate to the location of the heat interface unit (HIU). Some residents have expressed a wish to have the HIU located in the kitchen instead of the hallway. We will assess the demand, cost and practicality of this matter before a decision is made.

1.9 In homes where the refurbishment work has caused specific disruption, for example to the decoration or the fitting of curtains and blinds, we liaise directly with the resident to agree a resolution. In some

cases, we have been able to relocate curtain battens to fit existing curtains to the new window surrounds. In other cases, we have paid compensation to cover any specific loss.