

Dear Cllr Blakeman

Further to our meeting on Friday 30<sup>th</sup> October, I am writing with a response to various enquiries you have made in relation to the refurbishment of Grenfell Tower:

#### **205 Grenfell Tower – Ms Neda**

Claire Williams was with Rydon on 28 July when they met Ms Neda to talk through the potential kitchen location of the HIU. We discussed the practical implications and the tenant has opted for the kitchen location.

There was a maintenance issue with the ballcocks at roof level that caused water ingress into some top floor flats in Grenfell Tower. This was not related to the refurbishment work and the matter has now been resolved.

We have been working with Rydon and OCS, the cleaning contractor to co-ordinate their activities throughout the working day. Any specific issues with poor cleanliness should be referred to Rydon's RLO in the first instance.

Rydon have made contact with Ms Neda to clarify the issue relating to her blinds and to agree a resolution. Claire Williams will follow this up with Ms Neda to agree a resolution.

#### **14 Grenfell Tower - Ms Adan**

We visited Ms Adan in her home to discuss the issues raised.

We have discussed the curtain / blinds issue with Ms Adan and have asked her what she would like us to do to resolve the matter. Ms Adan has agreed to give this some thought and come back to us.

The defect with the new windows has been resolved.

We have given advice on the management of Ms Adan's electricity bill. Rydon use cordless power tools and have not used any electricity in Ms Adan's home.

The disruption to Ms Adan's bathroom relates to the adaptation of the room to meet her specific needs. This work was not part of the Rydon contract and was completed by Repairs Direct. Ms Adan did not have full use of her bathroom for the period of the refurbishment. However, water and toilet facilities were reinstated at the end of each day. However, we recognise the disruption this caused to Ms Adan and discussed the matter with her when we visited.

#### **44 Grenfell – Ms Turufat**

We cannot give a written undertaking that the works to her flat will take no more than the promised 5 days. We will, of course complete the works as quickly as possible. We could, however, give an assurance that the work to install the HIU in the hallway location could be completed in less than 5 working days.

#### **92 Grenfell – Mr Barakat**

At the meeting with Victoria Borwick and Grenfell residents in July we agreed the following:

- The KCTMO preferred and recommended location of the HIU is in the hallway.
- The immediate priority is to ensure that all residents have heating and hot water services as soon as possible. Where work has commenced on the hallway location, then this will be completed in that location.

This message has been reaffirmed at the Grenfell Compact meetings in September and October.

In relation to the possibility of hallway HIU's being moved to the kitchen at a later date we have agreed that, on completion of the works, we will be carrying out a resident satisfaction survey, part of which will be to establish whether residents are satisfied with the location of the HIU and to give them an opportunity to indicate whether they would be interested in it being relocated. When we are aware of the number of residents interested and the cost, we will review the situation.

I have written to Mr Barakat to confirm that in his case we will continue with the connection of the HIU in the hallway location.

#### **Enquiries about Kitchen location for the HIU**

The following properties are now in the programme for a kitchen HIU installation

- 192 Grenfell Tower - Ms. Jemal,
- 156 Grenfell Tower, Mr. Ahmed,
- 31 Grenfell Tower, Mr. Griffin,

#### **Window Restrictors**

The windows that have been installed at Grenfell Tower are very high quality aluminium windows with restrictors that have been tested to confirm they meet British Standards.

If any residents have concerns about the operation or function of the restrictors, they should contact Rydon's RLO's in the first instance and they will investigate.