

Grenfell Tower Regeneration Newsletter

May 2016



A recent photo

These newsletters will soon be coming to an end, so thank you for interest in the Grenfell regeneration project. As you appreciate, Rydon are now tidying up the landscaping around the building and will soon be leaving site.

What's been happening in the last month:

➤ The remote heat metering system went live from 18 April

All residents are now in charge of their own energy controls and the bills. Every household has a copy of the prepayment system booklet – keep this next to the HIU and thermostat booklets for safe keeping. Wilson Energy manage the billing process and they give the TMO with a monthly report on usage and spend. In November the pre-payment system will be reviewed and subsequently there will be an annual review.

If you have any particular queries about the prepayment system or digital system, please contact Wilson Energy direct on [REDACTED] or [REDACTED] otherwise, for general advice pop into the housing office at 1 Station Walk.

Summer setting for your thermostat

As part of the handover process we have already set up the thermostat and shown you how to use it. If you do not want your heating on in summer, then you need to turn down the temperature as below. If your water temperature is not hot enough, please contact Claire Williams on [REDACTED]



- New flats are completed, boxing club and nursery premises are ready to occupy



The new nursery

Grenfell Early Years Service

For children aged 1 to 6 years old

Monday to Friday
8.00am - 6.00pm



Contact us:-
1 Grenfell Tower,
Grenfell Road,
London W11 1TG

Email: info.lwccn@yahoo.co.uk

A Project of LWCCN
www.nottinghillw11.co.uk
Charity Reg: No 1078316
Facebook: Lancaster West Children's Community Network

➤ The Dale Youth Amateur Boxing Club

The Dale Youth Amateur Boxing Club is due to hold an open day in July for local people.



➤ The community room

This is now available to hire through Sharon Baah, KC Places Co-ordinator, tel [REDACTED]
A large entrance foyer with toilets leads into a large main room which has a corner kitchen.



The new KC Places community room

➤ External landscaping

The children's playground will open at the end of May. Landscaping continues around the building and there will be some resurfacing of Grenfell Road. Rydon will keep you updated if there is any need to alter access arrangements to the front of the building.

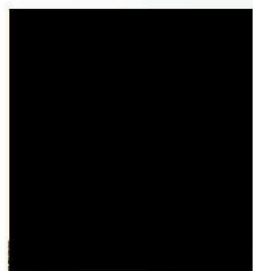


The new children's playground

Other information

➤ Welcome to Nicola

Welcome to Nicola Bartholomew, who is the TMO's new Neighbourhood Management Team Leader. She started on 3 May and is based at the Lancaster West Office. Nicola has been busy getting to know the estate and was at TMO Live! on 21 May. Do say hello if you see her.



➤ Defects procedure

Now that Rydon are leaving site, the procedure for reporting any problems with their work and defects is: Contact the TMO Customer Contact Centre on [REDACTED] or [REDACTED]. It would be useful if you say that you are "reporting a defect on Rydon's work". This stops them from accidentally giving the work to the TMO's maintenance team and affecting Rydon's work; it also stops us from paying them twice, as Rydon repair any defect free of charge under their 12 month guarantee.

If it's a health and safety matter, then Rydon will deal with it in 24 hours.

➤ The 'stay put' fire policy

The smoke detection systems have been upgraded and extended. The Fire Brigade has asked us to reinforce the message that, if there is a fire which is not inside your own home, you are generally safest to stay put in your home to begin with; the Fire Brigade will arrive very quickly if a fire is reported.

The only reason you should leave your home is if the fire is inside your home. In this case you and your family should leave the flat immediately: close your door behind you, leave the building and call the 999, giving your address and postcode.

If there is a fire in the block near your flat, and you believe you are at risk and would prefer to evacuate the building, then please do so using the stairs and wait outside the building for the Fire Brigade to arrive.

➤ Alterations to the property by tenants or leaseholders

This is a reminder that if you want to change the layout of your home, knock down or build partitions etc, change bathroom suites or renew kitchens, then you must write to us at the TMO as your landlord to obtain our approval.

During the regeneration of the building we have come across alterations that have made properties unsafe because they did not meet the building regulations.

We only approve changes that will be safe and legal, ensuring that all the building regulation requirements will be met.

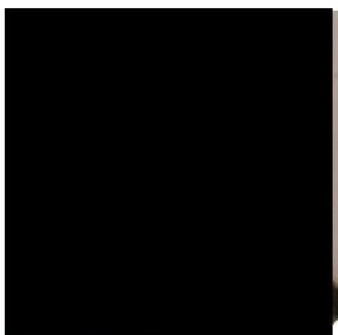
➤ Events



The TMO Live! roadshow on 14 May

Contact details

Rydon



Christina Stephanou
Resident Liaison Officer



yourcommunity@rydon.co.uk



Lynda Prentice
Resident Liaison Officer



yourcommunity@rydon.co.uk

KCTMO

Claire Williams
Project Manager



clwilliams@kctmo.org.uk

Nicola Bartholomew
Neighbourhood
Management
Team Leader



nbartholomew@kctmo.org.uk

Peter Maddison
Director of
Assets & Regeneration

pmaddison@kctmo.org.uk

Emergency numbers



Robert Black, TMO Chief Executive (centre), with the Leader of the Council, Nick Paget-Brown and the Deputy Leader, Rock Feilding-Mellen, on the councillors' recent visit

Complaints

We always want to ensure that complaints are dealt with efficiently. To help us help you, please always report problems as they happen. You should do this first to Lynda Prentice or Christina Stephanou, then contact Claire Williams if it isn't resolved quickly. KCTMO's complaints procedure will then operate - your complaint will be acknowledged within two working days and we'll investigate and respond within 10 working days.

How to contact the TMO's Complaints Team:



www.kctmo.org.uk



complaints@kctmo.org.uk

Of course, if you have a repair or other complaint not related to the Grenfell Tower regeneration programme, please contact the TMO's Customer Service Centre.