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Sent: 18 August 2013 21:04
To: [REDACTED]
Subject: Grenfell Tower

**K+C TMO GRENFELL TOWER REGENERATION PROJECT
RESIDENTS' MEETING: 15 AUGUST 2013**

Regeneration Works

Peter Maddison (TMO) and Bruce ? (Studio E) presented the updated plans with changes made following the June consultation with residents. At that meeting, residents had been particularly concerned about the proposal to remove the canopy, the design of the new windows and the new heating system.

At the entrance to the nursery it is now proposed to install a pergola, planted with climbers and with an open mesh covering. Grenfell Tower will also have a covered entrance.

The proposed new design for the window has a smaller window, that is internal opening and with a louvered grill and a larger window that will tilt and turn to enable cleaning. The walls between the windows will be narrower than at present and there will be no loss of daylight.

The heating pipes will run up the building where the dry fire riser is currently situated. The tanks will be replaced and new pipes will run to new radiators in the flats. It will be a completely new system and residents will be able to control the temperature within their flats. The new system will be set up in a flat that is currently empty so that residents can come and see how it will work and look. There is also a possibility that an energy company may provide grant funding for some extra works.

The TMO is very keen to identify residents of Grenfell Tower who can assist in the selection of the contractor that will be carrying out the regeneration works.

In response to questions and concerns, the following replies were given:

- There will be sufficient water for full baths and generous showers, unlike the present situation
- The perceived "funding gap" between the £9.7 million provided by the Council for the works and the £ 11 million quoted by Leadbitter will not be met by poorer quality or sub-standard work. The right contractor will be identified to undertake the right work at the right price. The TMO have employed a consultant quantity surveyor to ensure that the tendered price is right. He has already confirmed that £11 million is too high for the specification. The tender will be put out to the market and the TMO wish to involve residents in the selection of the contractor.
- The budget of £9.7 million for this project is 20% more than will be spent on the rest of the TMO estate in the present financial year.
- The communal heating system has been dropped from the KALC project, but the boilers to the finger blocks will not be affected by current works. Changes to the heating system at the finger blocks will be discussed with residents of those blocks in due course.
- The final ratio of quality against price will be determined later and will be based on advice from the quantity surveyor. Quality is likely to constitute at least 60%. The tender will be "open", "restricted" or "accelerated". It will not be a "negotiated" contract.

- One reason for the delay has been the need to consult with and involve residents. The Council planners rejected the first application and are adamant that the canopy must be removed as it is “aesthetically unacceptable”. The revised application, taking account of resident comments at the June and August meetings, will be submitted in September. If planning consent is obtained, the specification will be put out to tender in October and the contractor selected very early in 2014. Residents of Grenfell Tower will be included on the selection panel and a proposal on how they will be involved will be brought to the next consultative meeting.
- The tender is subject to European Union rules on procurement and will be advertised accordingly. Experience in working on tower blocks will be one of the key requirements of the specification.
- The recent Section 20 Notice sent to leaseholders covers the contract for heating repairs and maintenance across the TMO stock. It is not for the installation of the new system at Grenfell Tower.
- The practicalities of installing the new heating system will be agreed with the contractor. It may be possible to complete the main risers first with the new supply taken to the doors of each flat; there may or may not be a loss of water supply for a short while during these works, but this will be notified in good time.
- There are a number of options around the metering each individual flat and these will be subject to resident consultation. There will be individual temperature controls in each flat. The cladding will provide high performance thermal insulation, so the need for heat will be significantly reduced throughout the block. Consequently, the new radiators will be less powerful than the current ones.
- The question of how energy costs will be charged to tenants and leaseholders will be subject to later consultation.
- The contractors have to determine the phasing of the works, so it is not possible at this stage to confirm whether the windows will be done before or after installation of the new heating system.
- The TMO and the contractors will need to understand how the building works from the residents’ perspective, which is one reason why resident involvement is crucial.
- The TMO is still considering whether the cold water pipes will also be replaced. There are arguments both for and against removing the water tanks from the roof.
- The double-glazing will not be installed before the Academy opens; those works will still be in progress.

The Recent Power Surges

All residents affected by the recent power surges have received two letters on Zurich’s decision not to pay compensation. The TMO has followed these up with the offer of £200 compensation. Zurich’s reasoning is that as all realistic checks had been carried out and all relevant electrical certification is in place, there was therefore no liability on the part of the TMO. The surges could not have been foreseen.

The following questions and answers were noted:

- Have all relevant tests been carried out during the last ten years, are RGE Services a properly competent company and who manages their contract on behalf of the TMO? Were the problems caused by a leak from the boiler? Why did the fuses not prevent the power surges? Were the Health and Safety Executive and the London Fire Brigade informed of the problems?
- The Health and Safety Executive were not been involved, but the London Fire Brigade were on site shortly after the event and had been involved afterwards as well. There is no requirement to involve the HSE.
- The TMO had undertaken a series of investigations following the initial report of a surge. At that point they did not know whether the problem was caused by the KALC development, the external mains or if there were one or more problems within the building itself. However, as soon as the initial report was made the TMO had attended the building to investigate.

- Initially, temporary repairs had been put in place and once the cause was identified, the entire mains were replaced and surge protection installed at the base of the block. If this ever happens again, the system will trip and the flats will not be affected.
- Residents spoke of the smoke and the fear and panic this had caused. It was lucky that the surges had happened in the morning and not overnight, as they feared there might have been some fatalities from the smoke. Residents felt that the TMO and the Council continue not to understand the extreme stress and fear they endured as a result of the surges. Initially the TMO had not responded to e-mails and residents feel they can no longer trust the TMO and EMB. Their dignity has been stripped from them.
- Residents remain concerned that the problems had lasted over 18 days and there had been a further incident a couple of weeks ago when a light bulb had exploded. Was this connected? Residents were advised that this had been a result of a problem with an individual power socket.
- Residents were concerned that there had been no surge protection already in place and were told that this is not standard for tower blocks.
- Why is Zurich involved in the claims for compensation, since Kensington and Chelsea is supposed to bear the first [£x,000 – two different figures were quoted during the meeting] of any claim for compensation? Had the total figure been deliberately inflated so that it fell to Zurich and not Kensington and Chelsea?
- The TMO agreed to engage in further discussion with Zurich and to clarify why the initial losses had not been borne by Kensington and Chelsea in accordance with the Council's insurance policy with Zurich.
- The offer of payment is not for compensation but in recognition of the distress and inconvenience. The TMO recognises that some residents will have had losses significantly above that sum and they are encouraged to come and discuss their personal losses with either Peter Maddison or Kiran Singh or to put their concerns in writing to them. These will then be referred back to Zurich. Those residents with their own home contents insurance should claim against that and their insurers will then approach Zurich for compensation if they feel that negligence can be demonstrated.
- Residents were concerned at the proposal to process further claims on an individual basis, since they feel they are a collective matter. The TMO pointed out that it is not appropriate to discuss individual claims and individual losses in public; these are personal to individual residents.
- Mr. Delaney, a resident of Barandon Walk, agreed to draft a suitable form of words to replace those proposed by the TMO to clarify that acceptance of the £200 would not debar any resident for submitting a claim for further compensation. The TMO confirmed that acceptance of the £200 does not deny resident the right to a further claim and reiterated the offer to discuss individual cases with individual residents. They will circulate an appropriate form of words to clarify the right of residents to submit a further claim.
- Residents were advised that they can use the website www.moneyonline.co.uk to assist them with their further claims. www.gov.uk/make-court-claim-for-money

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