

OUTSTANDING ISSUES MATRIX MAY 2016

No.	Outstanding Issue TMO/Rydon/RBKC Response
1	Front door: this is difficult to open. The time lag between the entrance and the internal door is too short. Older visitors and people with children or encumbered with packages cannot sprint between the two before the second door is inaccessible. This means residents have to come downstairs to let them in. The approach to the entrance remains an obstacle course. Fencing has impeded wheelchair access for six weeks and this is not acceptable.
2	Compensation: the Compact has asked for compensation of £1,500 per household from the Council. Refurbishing the building with residents living there has saved the Council an enormous sum of money that it would otherwise have had to spend on decanting. Many residents are seriously out of pocket. Financial loss should be included as a question on the forthcoming survey to get a true picture.
3	Fire alarm and smoke vents: these works have not been completed. Some of the vents in the hallways are very noisy, sounding like an aircraft taking off. When they are switched off, the hot water cuts out. The Fire Brigade have visited and the outcome of their inspection should be communicated to everyone. Residents needful information about the procedures in place should there be an emergency.
4	Lifts: these keep breaking down. Both have been cleaned but neither has been serviced and this is essential. The doors do not close properly, the floors are damaged and some tiles are missing.
5	HIUs to be moved from hallways: this is an issue that will not go away and must be handled sensitively and positively. Particular attention is needed where the units extend into the hallway and cause a hazard to small children.
6	CCTV: residents would like to know if this is now working and have asked for a Compact representative to visit to check that it is functioning properly. Residents have also asked for some external CCTV to monitor issues such as objects and waste being thrown from windows.
7	State of the garages: the local police have expressed concern that the TMO does not know who rents which garage, nor what may be stored in them. There is no regular monitoring. Are they going to be improved, or left in their current state?
8	Noticeboard and suggestion box: these were removed when the walkway exit was closed and need to be reinstated in the new foyer.

9	Landscaping: the boundary with the new road between the Leisure Centre and Academy at Grenfell Road is both dangerous as a trip hazard and unsightly and needs to be improved.
10	Draughts and poor workmanship: a number of windows are not properly installed and there are lots of draughts. The shutters are making excessive noise in some flats. Many flats still have other outstanding issues within their homes. These must all be picked up in the forthcoming survey. The heating keeps being cut off. Residents would like to have a timetable setting out when all the outstanding matters will be finalised.
12	Parking: double yellow line illegal parking is not enforced, especially in the evenings. This could pose a danger should the emergency services need fast access. The TMO say that only the parking spaces can be enforced, not the double yellow lines. This needs to be clarified and addressed. The bays for disabled parking are being misused, but this is not enforced either.
13	The state of Grenfell Road: Grenfell Road was in a poor state even at the start of the KALC project, but three years of works have made matters even worse. There are “lakes” in the potholes whenever it rains and the humps and potholes damage residents’ cars. RBKC should contribute to the repair and resurfacing of Grenfell Road, since it was extensively used for the Council’s projects as well as for Grenfell Tower.
14	The state of the stairwell: the stairwell is in a very poor state and it lets the building down. It should be redecorated, but at the very least, deep cleaned. Leaving it in its current condition encourages its use for anti-social behaviour.
15	Heating charges: the consensus is that these are very expensive. The TMO is setting the rate and residents believe that it is set far too high and should be urgently reviewed. Furthermore, when residents telephone Wilsons for information, they are charged 28p, then told to call “billing” with their “reference”. Residents do not know what the reference is nor where to locate it. Wilsons say it is on the back of the meter, but there is nothing on the back of the meter. One household was charged £25 for two days’ heating. Another household was charged £50 for two weeks’ heating; the water kept being cut off, but the resident was still charged for hot water. Residents do not understand the new system. Does it include the discredited pre-payment card system, where cardholders pay well over the standard charges? Some households have to keep the heating on all day because of draughts from ill-fitted windows. Will they be compensated for the excess expenditure?