

SUMMARY OF NOVEMBER 2015 GRENELL TOWER COMPACT SURVEY OF RESIDENTS

No of households contacted: 50

Question	
Did TMO / Rydon keep their promises to you about the work they proposed?	7
Did you feel forced / pressured / lied to / harassed to have the HIU put somewhere you did not agree to?	34 (68% of respondents)
Where have you had the HIU fitted?	
Are you happy with it?	Those who had it in the kitchen were broadly content
If in the entrance hallway, would you like it moved?	11 (58% of respondents who have it in the hallway)
Are your new windows causing a problem with draughts?	5
Is your flat colder now, despite having heating on?	9
Are you happy with the standard of work in your home?	10 (20%)
Did you feel you had to fight TMO / Rydon to get a good quality solution?	32 (64%)
Do you believe the £50 offered is an adequate compensation for inconvenience and costs?	1 A good number of people were unaware of any £50 compensation available.
Are you happy with the standard of work in your home?	1
Do you feel like your concerns have been listened to and responded?	1
Have you used the TMO complaints procedure, and if so have you found it effective?	1 Majority of people were not aware of TMO complaints process. The majority of people who had used it were disappointed with their experience. No one said they found the complaints process effective. One person said it was effective for them once, but has been ineffective. One said "OK".
Did the contractors cause any unexpected damage to your home?	10 (20%)
Are you satisfied with the manner in which TMO managed and conducted the refurbishment project?	4 (8%) And one "half" satisfied.
Is there anything you would like to add? (<i>These comments are itemised below</i>)	

1. Water pressure better. Some glass scratched. TMO change doors.
2. Would love it moved. We / people walk in to it.

3. Scratched floor damage
4. Things damaged but replaced. Not happy with standard of carpentry.
5. Glad it's all over with, when is it going to finish? No further disturbance (i.e. Rydon/TMO) wanted.
6. Walk in to it. Joint mechanism on windows has broken twice.
7. They leave place in a mess. Happy with Linda only. Others lie. Siobhan no. If don't have done, no water.
8. Not want aggro. It's been bitty: not done in one go, back & forth. Rydon v good.
9. Ceiling too low for me to use the shower now. Damage to wall, shower railings, broke toilet seat. No regard.
10. Friday start. Threatened would be taken to court if they didn't let them start on a Friday. Heating on 30 all the time. Wrong holes made in kitchen.
11. Catch clothes etc. on wood finish. Young nephew bumps his head. Burnt floor. Not making good kitchen panels.
12. Fight against TMO, not Rydon. Rydon OK, keep promises, TMO awful. Unhappy with TMO.
13. Not happy, does not feel listened to. Old boiler has been left and not removed.
14. Listen - yes. Respond - no. Damaged tiles (£)
15. Furniture won't come out. Electricity double what it was before. Workmanship on wood finish poor. Concerned about escape, water, electricity, etc.
16. No hot water for a couple of weeks. 20-30 years here. Water damage through flat ceiling.
17. Not outside flat. Painting stairs and rubbish areas?
18. 5 days off work (didn't come)
19. Had to fight with Managers. Can't be bothered to move it. Blinds. Legislative sound levels exceeded by drilling - Rydon denied.

60 people signed the petition and are not happy. They want an investigation.