

Grenfell Tower Regeneration Newsletter

December 2015



Happy holidays!

We've been working hard to get as much done as we can before Christmas. You will have noticed that the external cladding to the building is nearly complete, which means that the tall mast climbers will be coming down. In the new year we'll be landscaping around the building, which will include smart granite paving to match the school and leisure centre's. We'll also be upgrading the playground with new equipment.

Indoors, we're finishing work to your homes and decorating the communal areas. Thank you to everyone who submitted their colour choice for the two doors in the communal areas. The blue colour chosen by the majority is on display in the walkway noticeboard.

Last but not least, we're working with the nursery and boxing club in preparation for their return to their new homes!



Work outside and inside nearing the final stages

1. Access

Until the new entrance foyer is ready the walkway remains the main entrance for now.

To ensure that there are no teething problems with the new door entry system during the festive season, the current system will remain in place and the switch over will happen in the new year.

Once the new entrance is complete it will be controlled using a fob. Entry to the new Grenfell Community Centre will also be controlled by separate fob access.

2. Security

The new foyer will have four CCTV cameras for the added safety and security of all residents. Currently there are 40 working CCTV cameras on Lancaster West Estate, which were serviced in November. The two lifts in Grenfell also had new cameras installed in November.

3. Final inspections

Back in the February newsletter we introduced the two clerk of works, Jon White and Tony Batty. They will be checking into all the occupied flats to make sure that the work has been done satisfactorily and that there are no outstanding issues. They will also help explain how any new equipment works (specifically the windows and HIU) and make sure that you have all the necessary handbooks.



A nearly finished flat and a new HIU

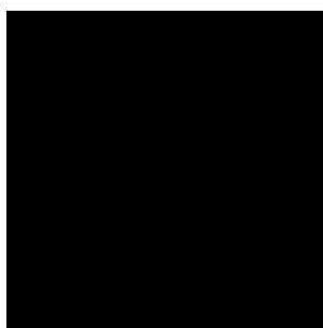
4. New heating system

Your heating and hot water is now being supplied by the new boilers in the basement. A new remote heat meter will be installed to your HIU once the work in your flat is complete.

As your current bills are based on annual costs and split proportionately, the new billing system will not start until the new financial year in April 2016. Individual heat metering means that you'll be in control of the temperature in your home and you'll be able to use as much hot water as you want, any time you want. We'll be holding a session in the new year to explain the new heating system and billing in more detail.

Contact details

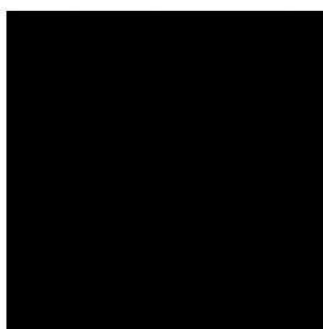
Rydon



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5. What residents are saying

- "I am delighted with the windows."
- "The heating is brilliant."

6. Christmas and New Year office opening times

KCTMO:

- Friday 25 December – closed
- Monday 28 December – closed
- Tuesday 29 December to Thursday 31 December – open
- Friday 1 January – closed
- Monday 4 January – open

Rydon:

- Tuesday 22 December to Friday 1 January – closed
- Monday 4 January – open

The KCTMO's out of hours emergency service will be available throughout the holiday period on [REDACTED]

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 to your satisfaction. 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.