

## **Grenfell Residents Compact: Notes and Actions**

### **Meeting of 6<sup>th</sup> October 2015**

#### **1. Future Meetings**

It was agreed that KCTMO would arrange and publicise future meetings relating to the refurbishment works. KCTMO will work with residents to agree agendas.

It was also suggested that residents might attend the first part of KCTMO's site meetings with Rydon and the consultant team. This would give an opportunity to resolve issues direct with the team responsible for the delivery of the project.

#### **2. Links with other parts of the KCTMO Resident Engagement Structure**

KCTMO agreed to clarify how the resident compact will link with the Lancaster West T&RA and the Area Review Board

#### **3. Location of HIUs**

An update was given to explain that flats with the HIU's installed in the hallway are now being connected onto the new system.

It is anticipated that this work will complete in the next fortnight and work to install the kitchen HIU's will commence.

In relation to the possibility of hallway HIU's being moved to the kitchen at a later date, KCTMO clarified that:

- The KCTMO's preferred and recommended location of the HIU is in the hallway.
- The immediate priority is to ensure that all residents have heating and hot water services as soon as possible. Where work has commenced on the hallway location, then this will be completed in that location.
- On completion of the works, we will be carrying out a resident satisfaction survey, part of which will be to establish whether residents are satisfied with the location of the HIU and to give them an opportunity to indicate whether they would be interested in it being relocated. When we are aware of the number of residents interested and the cost, we will review the situation.

#### **4. Overall Progress of Works**

Work is approaching its final stages. The new boilers have been commissioned and the heating system is being connected. The installation of the new windows is progressing well.

There have been some delays in the completion of the communal entrance area and with the installation of the external cladding because two separate sub contractors have gone into liquidation in recent weeks. Rydon have been working very hard to resolve this matter and to keep the works moving. We are working on a new timetable for the works and we will inform residents when this is finalised.

## **5. Independent Review of the Safety of the HIU location in the hallway**

Some residents have asked that an independent review of the safety of the HIU should be undertaken and not by Building Control. Peter Maddison explained that Building Control is an independent body and has statutory authority in relation to regulation of building works. They are therefore the most appropriate body to confirm whether the installation is appropriate. KCTMO will not be commissioning a separate study.

## **6. CCTV**

Residents asked for clarification of whether the CCTV cameras on the estate are in operation. Kiran Singh agreed to review and report back.

## **7. Concierge**

Residents would like to explore the option of reinstating the concierge. Kiran agreed to look into this.

## **8. “Sign off” of Works**

Residents asked for clarification about the process for signing off works as they are completed. KCTMO clarified that no works have yet been signed off as complete, and that there is a process of inspection by Rydon, and the Clerk of Works to check the quality of works before completion. There is also a resident satisfaction survey that will be offered to residents at the end of the works.

All works also have a 12 month “defects period” and any defects that occur in that period will be resolved by the contractor without charge.

It was agreed that this process will be detailed in a future newsletter.

## **9. Complaints**

It was agreed that the Compact Meeting is not a place to raise or discuss individual complaints.

## **10. Making Good Works**

### **a. Decorations around radiators:**

The new radiators that are being installed are smaller than the originals. Residents have the following options:

- Radiators can be put on a painted backboard that will cover the area of the original radiator
- A redecoration allowance will be paid

### **b. Blinds and curtains**

KCTMO and Rydon will work with residents to resolve any issues relating to blinds and curtains that no longer fit because of the configuration of the new windows. Residents who want assistance should contact Rydon’s Resident Liaison Officer (RLO) in the first instance.

c. Radiators in Kitchens

KCTMO agreed to clarify the options around the removal of kitchen radiators. Will the area behind be made good and redecorated?

**11. Use of Lifts**

Residents clarified that they were not happy to extend Rydon's working hours to take pressure off the lifts at peak hours. KCTMO agreed to talk to Rydon to keep lift usage within the scope of the agreement and to minimise unnecessary usage.

**12. Gate to Garages**

KCTMO agreed to clarify what is happening with the repair of the automatic gate to the garage area.