

From: Dulce De Oliveira [mailto:doliveira@kctmo.org.uk] **On Behalf Of** Complaints
Sent: 05 May 2016 11:18
To: [REDACTED]
Subject: Sign off works

Dear Councillor Blakeman

Thank you for your email of 11th April 2016.

In response, the attached newsletters did mention both the signing off process, see December 2015 page 2, and item 3 called 'Final Inspection'. The February 2016 newsletter page 2, mentioned resident feedback survey too.

However, as you appreciate we are working with the Compact to make sure that the resident satisfaction survey covers items that they would want included. The Rydon and TMO survey forms were given to the Compact recently for them to comment. They are due to come back to the TMO with feedback, so these forms can be circulated whilst this information is still 'fresh'.

On the defects period process, this will be in a newsletter at an appropriate time, as experience dictates that if this information is given too early, that it is lost.

Regards

Claire Williams
Project Manager



t: [REDACTED]

a: The Network Hub, 292a Kensal Road, London, W10 5BE

Before printing, please think about the environment

From: jmblakeman
Sent: 11/04/2016 16:43:11
To: Peter Maddison , Complaints
CC: cllr.atkinson@rbkc.gov.uk <mailto:cllr.atkinson@rbkc.gov.uk> ,
Cllr.Lasharie@rbkc.gov.uk <mailto:Cllr.Lasharie@rbkc.gov.uk> , Complaints_Dist2
Subject: ExternalSign Off of Works
Dear Mr. Maddison

With regard to the extract below from the Compact meeting on 8 October 2015, ward councillors have not yet seen the proposed newsletter and are wondering whether it has already been circulated, or when it will be.

Kind regards.

Cllr Judith Blakeman

Grenfell Residents Compact: Notes and Actions
Meeting of 6th October 2015

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