

NOTES FROM THE RESIDENT CONSULTATION MEETING of 19 September 2013

1 Introductions - all parties introduced themselves

2 Planning and update on programme:

To date no objections have been received to the planning application, which means that potentially the planning decision will be delegated (ie dealt with by individual planning officers, rather than a committee). This should mean the decision is received sooner - KCTMO are chasing the planning authority for updates regularly. The planning approval is important and once it is achieved we will be able to finalise the design and tender the works programme. The anticipation is that the scheme will start on site in Spring - April/May. It was clarified that the planning authority are separate from KCTMO, and have their own deadlines.

3 Contractor selection:

A paper was circulated showing the likely resident involvement in the contractor selection. It was discussed that this will be reviewed during the process to ensure it meets the need. The tender process has to be transparent and fair - to prevent any challenges from 'losing' contractors as well as for audit/regulatory requirements. A couple of residents have already identified themselves as being interested in the selection process, and they will be contacted in the next week or so to set up the first meeting. If residents are interested in being involved, please contact Claire Williams.

4 Heating and hot water:

The proposal is to renew the existing communal boilers, and install in each individual flat a new surface mounted system with radiators fed from this system. There will be a meter to monitor individual heating and hot water systems. KCTMO asked how to consult residents on the billing, which could be either based on their specific usage or whether it should be based on flat size (as currently). The response was that perhaps email and door knocking would be most appropriate. It was noted there is a maintenance charge to be included, whichever option is chosen. Again, how this is divided will be part of the consultation.

Residents had questions about the practical working of how the individual system would work within the flats, for example on hot water availability during peak times

and water storage. It was agreed that the Mechanical and Electrical consultant would attend the next meeting to answer any questions in November, so please keep an eye on the notice boards! We are also arranging the installation of a system in an empty flat in the block to show residents what the equipment will look like and where it will be located.

5 Any Other Business:

A Power surge: It was reiterated that it is up to individual households to talk to housing management over any outstanding issues. Residents were also informed that 50% of residents affected by the power surge, have sent back their forms for the £200 disruption payment, and these have been processed by the office.

B Removal of canopy at ground floor level (planning requirement): Several residents voiced concern about this as there were still issues of items falling from windows. Housing management responded that the latest letters about this were delivered to all residents on the 22nd August. The office continues to monitor this situation, which has been on going for a long time. Unfortunately, we have not been able to identify who is responsible to date. Many letters have been sent to residents regarding this matter in the past, and the office has also carried out door knocking. We have CCTV filming parts of Grenfell Tower, but this has not yet detected where these items are being thrown from. Please make sure that if there are any incidents you report them immediately, as this means we are more likely to identify the culprits.

C Door Entry System: Some residents reported that they did not have enough door fobs for their household. Housing management responded that the fob machine for the whole of the estate broke down 2 months ago, and residents have been unable to purchase new fobs. A new machine was required, and this will be delivered to site on Tuesday 24 September. All residents in the whole of the estate will need new fobs. Grenfell Tower residents will be the first residents to receive their fobs. A letter will be sent out to residents in Grenfell Tower next week, and they will be able to start collecting the new fobs next week.

E Winter heating season: Residents asked if the heating could be switch on ahead of the traditional 1 October 2013 date. KCTMO are looking at how to manage this, as a rigid system does not account for weather variations, this will be reviewed - and currently the weather forecast is for the next few days is that it will warm up.

6 **End of meeting** Residents were thanked for attending and their comments are noted as above.

23 September 2013