

Grenfell Tower Regeneration Newsletter

October 2015



Introducing the newly created homes!

We are happy to report that the nine new homes on the lower floors are nearly finished. These newly converted flats are part of the Council's Hidden Homes programme, in which new homes are developed from underused properties. The TMO will be managing these new social housing homes.



Sitting room and kitchen in one of the new third floor flats

1. New boiler: it's all systems go!

The new communal boilers have now been commissioned and we're starting the connection of individual flats onto the new heating system – just in time for the colder weather. We are writing to you individually to make appointments to come into your home and complete this work as well as to explain the process.

The benefits of the new heating system are:

- you will be able to turn the heating on when you want it throughout the year
- you will be able to control the temperature within your home
- you will be able to use as much hot water as you want
- it will be pay as you go:
 - if you are a tenant you currently pay for your heating through a weekly sum in your service charge. When the new system is up and running, you will stop paying this weekly sum, as you will then be on your own pay as you go metering system.
 - if you are a leaseholder you currently pay your heating costs through the annual service charge. When the new system is in place the TMO will adjust the billing i.e. will remove the cost of the gas from the charges.

It's important that we complete the connection of the new homes onto the new system as soon as possible. If you have any queries, please contact Lynda Prentice or Christina Stephanou.



Newly commissioned communal boilers

2. Residents' meeting

We have had a couple of meetings with a group of residents to discuss a range of issues about the relating to the refurbishment works. We discussed where there could be an improvement in communication, as well as:

- the completion of the central heating work
- service charges and the new heating system
- site cleanliness
- Rydon's use of lifts
- resolving complaints
- floor numbering and postcodes.

We will be setting up a further meeting next month.



New double glazed window

3. New windows

We've had positive feedback about the installation of the new windows. When each flat's windows have been fitted, Rydon will show you how they operate and you will be given a useful handbook.

As the windows are a slightly different size to the old ones and open in a different way, some residents may find that blinds and curtains may need altering e.g. new overhead batten fixings.

If you have any problems with windows that are not resolved, please report them to Lynda Prentice or Christina Stephanou and they will discuss options.

4. Programme

Work in the new entrance hall has been delayed because the steelwork sub-contractor has gone out of business. We are working to minimise the impact on the overall programme and completion date. Once we know the exact impact on the timetable, we will let you know.

5. Webcam

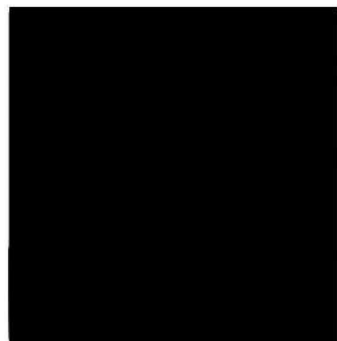
You can now watch work in progress on www.kctmo.org.uk, click on Assets & Regeneration on the left hand side, then click on Grenfell Tower Regeneration.



West side of the tower from below

Contact details

Rydon



Christina Stephanou
Resident Liaison Officer



yourcommunity@rydon.co.uk



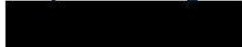
Lynda Prentice
Resident Liaison Officer



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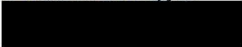
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Complaints

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 quickly. The TMO'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.