

Mr E Daffarn
134 Grenfell Tower
Grenfell Road
London W11

20 July 2015

Dear Mr Daffarn

Installation of new central heating in your home

Rydon and KCTMO have written to you on several occasions to arrange access to your home so as to agree the work necessary to install new central heating system.

I am aware that a number of you attended a meeting on Saturday 11 July arranged by Councillors Judith Blakeman and Robert Atkinson at which Rydon and myself had an opportunity to hear at first hand your concerns about the work and, in particular, the positioning of the new heat interface unit (HIU). This we found helpful and I would therefore like to take the opportunity here to explain the choices which you now have concerning the new installations. I need, however, to also point out the disruption and risks attached to some of these choices.

It is essential that we agree dates with you for the installation of your new central heating system and that you decide where you would like it to go. This is now urgent, as we need to ensure that the system is installed and fully tested before it's commissioned. The existing system will not operate beyond 1 October 2015 and the new system must be installed and fully tested well ahead of this date.

A number of residents have raised concerns about some of the details of the proposed work, such as the location of the HIU in the hallway. The enclosed factsheet gives an explanation of the reasons for this location and explains some of the other features of the new system.

We have listened to residents' feedback on the design and I am pleased to inform you that we have made changes to the proposed enclosure of the HIU in the recommended location in the hallway; these changes, I hope, will address some of these concerns. If you haven't had an opportunity to see them at the show flat please contact one of Rydon's resident liaison officers, who will be pleased to let you see the proposals. The final choice of the position for the HIU will be yours; but each home will have different obstacles to overcome,

which is why we need you to meet with Rydon and the TMO so these can be talked through and agreed individually.

I should also like to take this opportunity to clear up some confusion over the choice of position of the HIUs which is different for one and two bedroom flat as below:

- two bed flats: our recommended position is in the hallway. Should you be unhappy with this location, alternatively you can have it in the cupboard in the kitchen. We can arrange to meet you at home to discuss both the possibility and the implications of having it in the cupboard in the kitchen.
- one bed flats: the option here differs and there never has been an option for the kitchen. The recommended location is again the hallway, but you can also have it in the cupboard on the other side of your bathroom. Again, we would need to discuss this with you.
- please see the factsheet for more details.

We have a legal obligation to provide heating and hot water under the terms of your tenancy. Tenants have an obligation under the terms of your tenancy to give access to carry out essential works.

Please contact Lynda Prentice at Rydon [REDACTED] yourcommunity@rydon.co.uk <mailto:yourcommunity@rydon.co.uk>) by Monday 27 July 2015 to arrange an appointment to agree the scope and timing of work in your home.

If you have any further questions about the contents of this letter, please contact Claire Williams of the TMO [REDACTED]

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Maddison', with the initials 'PP' written below it.

Peter Maddison

Director of Assets and Regeneration