

Grenfell Tower Regeneration Newsletter

April 2016



As this massive project nears completion, the improvements are all around for everyone to see. Thanks to your support and patience we're nearly there and we remain grateful to all concerned. This edition gives you a full update.

Progress

- the smart and spacious new ground floor entrance foyer opened on 17 March
- entryphone handsets all installed
- work on the last new flat can now be completed, as the temporary entrance is no longer in use
- the communal lobbies from floors 4-23 are all completed; the floors will be polished April/May. Floor 13 has already been done, as a sample
- cladding is complete (apart from the lower level and the south side facing Grenfell Walk)
- the playground landscaping has started
- the new smoke extract system has been commissioned and is fully operational. This links the whole building including the basement plant room, so that if there is a fire, the system kicks in with smoke extraction/ventilation as necessary.

Last weekend the system detected smoke in a communal lobby and so the boiler was automatically shut down. This whole process caused the noisy ventilation you may have heard, which shows the system is fully operational.



The cladding is nearly finished and the nursery will have shutters

1. Remote heat metering system starts on 18 April

Thanks to all of you who came to the remote heat metering system sessions attended by Wilson Energy on 16 February and 31 March. The new system means that you will be paying for heating and hot water separately from your rent or service charge. You will also only be paying for the heating and hot water usage in your own home, rather than a proportion of the whole building's heating costs as you have been.

This newsletter comes with a useful new handbook telling you everything you need to know. Wilson Energy's information is accessible on www.wilsonenergy.co.uk or by calling [REDACTED]

Surgery

There will be a surgery at the Lancaster West Estate Office on Friday 15 April 2016 from 2-4pm if you have any queries on this new system.

There is a Direct Debit form enclosed, which is an efficient payment method. If this is your preferred payment method the options are:

- put a nominal amount of credit on the system, and monitor usage before setting up a Direct Debit; or
- set up a Direct Debit that you could vary later. The initial recommendation in this case would be for £25 a month for a one bedroom property, and £35 a month for a two bedroom property.

Payment cards

The unique Heat Payment Cards are being despatched w/c 11 April. They will be distributed next week upon receipt, with residents being asked to sign for them.

If you are away from your property from 18 April, please let Claire Williams or Lynda Prentice know so we can ensure that your heating and hot water system reflects this, and does not charge until your return when your payment system is set up.

The standard annual rent update letter you received from the TMO at the end of February, updating on 2016-17 rents, unfortunately did not take into account the new heating and hot water system. Please accept our apologies for any confusion. Deon Wilks is available during office hours at the estate office to help you with any questions.

2. Kitchen extractor fans

Some of you have had problems with the noise of the kitchen fans. The manufacturer has produced new components, which were trialled but were not satisfactory. Rydon has gone back to the manufacturer to seek a resolution.

3. New smoke extract system to Grenfell

The new smoke system is now operational and linked to the boiler system in case of fire. Smoking in the communal lobbies may trigger the smoke alarm system to turn off the basement boilers – as it is detecting a possible fire source. Please do not smoke in the communal lobbies, which is in any case against the law.

4. New homes viewings

Many of you took advantage of our invitation to see one of the new nine new homes on 22 February and 17 March and you told us you liked them very much.



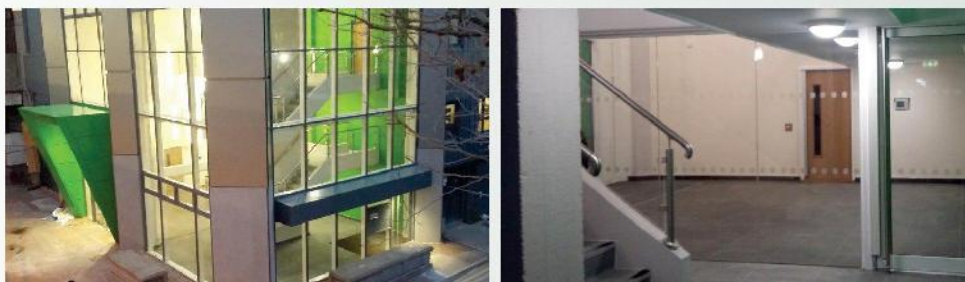
One of the new flats' kitchens

5. TMO roadshow

The first in a new series of TMO employment and training roadshows, TMO Live, takes place in Saturday 14 May on the green outside Grenfell Tower. Invitation cards with all the information will be sent in due course.

6. New entrance foyer

The entrance moved back to the ground floor as planned. You've told us it's great to be able to get into the building from the ground floor again and that the new foyer is a huge improvement on the old one.



But unfortunately problems have already arisen owing to anti-social behaviour. Someone let their dog foul the entrance hall and others have played football in it. None of this is allowed and those responsible will be contacted as CCTV filmed everything.

7. Gas vents

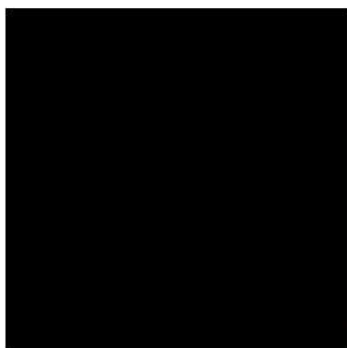
Rydon will be fitting vents to the ducts at all the points where the gas mains run in the building; this work is compulsory and will take about two hours. They will need access to your flats from 11 April, so if you have not yet made your appointment, please contact Lynda Prentice of Rydon.



Gas vents in a kitchen

Contact details

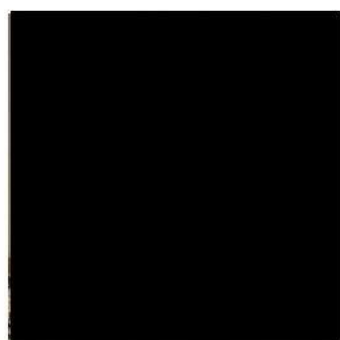
Rydon



Christina Stephanou
Resident Liaison Officer



yourcommunity@rydon.co.uk



Lynda Prentice
Resident Liaison Officer



yourcommunity@rydon.co.uk

KCTMO

Claire Williams
Project Manager



cwilliams@kctmo.org.uk

Daniel Fielder
Neighbourhood
Management
Team Leader



dfielder@kctmo.org.uk

Peter Maddison
Director of
Assets & Regeneration

pmaddison@kctmo.org.uk

Emergency numbers



8. Landscaping

When the playground landscaping is done you will have a new safe access route from Station Walk. The access to the main entrance will change slightly, as the landscaping work is being done all around the building. Rydon will keep you posted on the exact dates as work progresses.

9. Garages

The electronic security gate to the garages has been reinstated.



The main training area in the boxing club

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. KCTMO'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.