

OUTSTANDING ISSUES MATRIX MAY 2016

No.	Outstanding Issue	TMO/Rydon/RBKC Response
1	Front door: this is difficult to open. The time lag between the entrance and the internal door is too short. Older visitors and people with children or encumbered with packages cannot sprint between the two before the second door is inaccessible. This means residents have to come downstairs to let them in. The approach to the entrance remains an obstacle course. Fencing has impeded wheelchair access for six weeks and this is not acceptable.	<p>There is a 16 second time lag. This means that no opportunity is given for unauthorised access within the lift lobby and to the flats.</p> <p>The time lag can be adjusted if residents want additional time. We will ask for feedback on this as part of the resident feedback survey.</p> <p>Building works around the block have now completed.</p>
2	Compensation: the Compact has asked for compensation of £1,500 per household from the Council. Refurbishing the building with residents living there has saved the Council an enormous sum of money that it would otherwise have had to spend on decanting. Many residents are seriously out of pocket. Financial loss should be included as a question on the forthcoming survey to get a true picture.	<p>We have confirmed that it is not proposed to pay a blanket "compensation" payment as you suggest. However, we will resolve any specific loss or compensation due under the terms of the KCTMO Compensation policy.</p>
3	Fire alarm and smoke vents: these works have not been completed. Some of the vents in the hallways are very noisy, sounding like an aircraft taking off. When they are switched off, the hot water cuts out. The Fire Brigade have visited and the outcome of their inspection should be communicated to everyone. Residents needful information about the procedures in place should there be an emergency.	<p>The smoke vent system has ventilation levels set by Building Regulations. At the entrance lobby the vents were reset after commissioning, which means that if they are triggered by the smoke alarm - then they are not so noisy, but still effective.</p> <p>The smoke detection system was mentioned in the April newsletter, as someone smoking in a lobby had triggered the alarm. In the May 2016 newsletter the 'stay put' policy was reiterated as requested by the Fire Brigade in case of fire.</p>
4	Lifts: these keep breaking down. Both have been cleaned but neither has been serviced and this is essential. The doors do not close properly, the floors are damaged and some tiles are missing.	<p>The lifts are subject to monthly servicing and reactive repairs. The flooring to the lifts has been renewed.</p>
5	HIUs to be moved from hallways: this is an issue that will not go away and must be	<p>The resident satisfaction survey will give feedback</p>

	handled sensitively and positively. Particular attention is needed where the units extend into the hallway and cause a hazard to small children.	for the TMO to understand any issues.
6	CCTV: residents would like to know if this is now working and have asked for a Compact representative to visit to check that it is functioning properly. Residents have also asked for some external CCTV to monitor issues such as objects and waste being thrown from windows.	<p>The CCTV is working, and 4 new cameras have been installed in the ground floor area.</p> <p>CCTV on the elevations to identify residents throwing objects from the window has never been successful as it is a momentary action. Residents should not throw anything from the window, and any incident is dealt with by housing management reminding residents of acceptable behaviour.</p> <p>We have shared still images from the cctv cameras with a member of the compact following an incident earlier this year.</p>
7	State of the garages: the local police have expressed concern that the TMO does not know who rents which garage, nor what may be stored in them. There is no regular monitoring. Are they going to be improved, or left in their current state?	<p>The neighbourhood management team manages garages lettings. Garage door repairs and renewals are being regularly reviewed.</p> <p>We are currently considering potential improvements to the garages and will be working with the Lancaster West TA to agree works to improve the area.</p>
8	Noticeboard and suggestion box: these were removed when the walkway exit was closed and need to be reinstated in the new foyer.	<p>Rydon have replaced this noticeboard.</p> <p>The suggestion box was a Rydon fixture and has now been removed. Any suggestions can be delivered to the Lanc West Housing Office.</p>
9	Landscaping: the boundary with the new road between the Leisure Centre and Academy at Grenfell Road is both dangerous as a trip hazard and unsightly and needs to be improved.	<p>Concrete repairs were recently carried out by Rydon, in lieu of the previous contractor Bouygues.</p> <p>Resolution of a planning condition relating to the permanent work to this area is currently being negotiated with RBKC Planners.</p>

10	Draughts and poor workmanship: a number of windows are not properly installed and there are lots of draughts. The shutters are making excessive noise in some flats. Many flats still have other outstanding issues within their homes. These must all be picked up in the forthcoming survey. The heating keeps being cut off. Residents would like to have a timetable setting out when all the outstanding matters will be finalised.	All reported window issues have been resolved by Rydon, with residents signing to say they are happy works are completed. Rydon have been going back to flats relating to problems with the Nuaire fans, and installing the replacement components that Nuaire have supplied to rectify the noise issue. The heating issues have been resolved and the system is working.
12	Parking: double yellow line illegal parking is not enforced, especially in the evenings. This could pose a danger should the emergency services need fast access. The TMO say that only the parking spaces can be enforced, not the double yellow lines. This needs to be clarified and addressed. The bays for disabled parking are being misused, but this is not enforced either.	The area will be relined and remarked as part of the planned resurfacing works. Once this is complete, then enforcement of illegally parked vehicles will be easier to enforce.
13	The state of Grenfell Road: Grenfell Road was in a poor state even at the start of the KALC project, but three years of works have made matters even worse. There are “lakes” in the potholes whenever it rains and the humps and potholes damage residents’ cars. RBKC should contribute to the repair and resurfacing of Grenfell Road, since it was extensively used for the Council’s projects as well as for Grenfell Tower.	Costs are being sought for renewing the tarmac finish of Grenfell Road.
14	The state of the stairwell: the stairwell is in a very poor state and it lets the building down. It should be redecorated, but at the very least, deep cleaned. Leaving it in its current condition encourages its use for anti-social behaviour.	The TMO are looking at the best options for this area. Costs estimates are being produced and a programme will be communicated to residents when clear.
15	Heating charges: the consensus is that these are very expensive. The TMO is setting the rate and residents believe that it is set far too high and should be urgently reviewed. Furthermore, when residents telephone Wilsons for information, they are charged 28p, then told to call “billing” with their “reference”. Residents do not know what the reference is nor where to locate it. Wilsons say it is on the back of the meter, but there is nothing on the back of the meter. One household was charged £25 for two days’ heating. Another household was charged £50 for two weeks’ heating; the water kept being cut off, but the resident was still charged for hot water. Residents do not understand the new system. Does it include the discredited pre-payment card system, where cardholders pay well over the standard charges? Some households have to keep the heating on all day because of draughts from ill-fitted windows. Will they be compensated for the excess expenditure?	The new heating system is very different from the previous arrangement, where residents generally had the heating on full, and paid a set amount. Rydon have done repeat visits into many properties to ensure that the system is working properly, and that residents understand the controls and are given written information on the system. There were 3 consultation sessions held with residents on how the system works, and the TMO are continuing to work with residents with teething

		<p>problems on the system, so that they understand the process.</p> <p>The TMO get data from the billing agency, and so any resident with any issue should contact either the local housing office with their query, or Claire Williams on [REDACTED], which many residents have done already.</p> <p>The TMO have said they are going to review the system costs in November, when there will be 6 months data available.</p> <p>Can we please have details of the residents with issues you cite above, so we can deal with their queries?</p> <p>It is noted that the TMO are working with RBKC to see if we can provide more ongoing energy advice before the winter months.</p>
--	--	--