MET00045762/1

GRENFELL TOWER ISSUES MATRIX

No.	Resident Issue	TMO/Rydon Response
1	Boxing in open pipework at floor levels as well as ceiling.	
2	Location of HIU in the kitchen if resident wishes.	Agreed.
3	Clean the lifts and common parts during the day and certainly at the end of the day, including mopping floors to reduce dust on landings and in flats.	Rydon to review their cleaning regime at the end of each day and work with OCS to co-ordinate better the activities of the two companies. Rydon to meet residents and walk the block to identify areas where standards of cleanliness do not reach an acceptable standard.
4	Remove the blue cover in the lifts once weekend working is finished and clean the one used by builders during the day.	Rydon have cleaned the blue lift cover. This was limited to a dry vacuum cleaning, as wet cleaning would damage the fire retardant coating on the cover. The TMO has asked Rydon to review the cover and look at options for keeping it cleaner and to remove the cover each weekend. This can be reviewed at the September meeting.
5	Assistance to set up a resident Compact.	Samantha deHaan has provided the constitution and will contact residents group to arrange a meeting to set up the Compact. Agreed that sub-lessees will also be involved.
6	Some residents who have had the HIU installed in the hallway believe they will lose their tenancy if they now ask for it to be moved; some residents still frightened to ask for the HIU in the kitchen.	There is no question of the loss of a tenancy relating to the location of the HIU in the hallway. Peter Maddison will personally meet any resident who has this concern.
7	Ward councillors to write to all residents, clarify their role and advise residents to contact them if they are reluctant to raise issues themselves	To be done the weekend of 29-31 August.
8	Establish regular monthly meetings with Peter Maddison for the remaining life of the works programme, formalised with the Compact once it is formed.	Peter Maddison will attend regular meetings with appropriate members of the TMO team to discuss key issues and agree a way forward on the project.
9	Provision of the current scheduled completion date.	Currently the projected completion is the end of October. This is likely to extend slightly for some environmental improvements between the site boundary and that of the Academy and Leisure Centre. Further details will be provided when available.
10	Residents object to being told that it is their actions that are delaying completion of the works.	

		version is available. The floor levels have been altered and it is not possible to revert to the old numbering.
24	Change the red lights in one lift to blue.	The TMO will investigate this matter further.
25	Install notice board in the reception are for use by the Compact and to display newsletters.	The TMO will provide a notice board in the reception area.
26	Improve and develop effective communication between all	The TMO is committed to working with residents to achieve broad and
	parties, including ward councillors and the MP.	effective consultation and communication with all parts of the community.
		The TMO hopes the proposed Compact will help achieve this.
27	Some of these issues are not simple to fix. Rydon must raise	
	their game, deliver works to a higher standard, treat residents	
	with respect, end their attitude that if residents make	
	complaints or raise issues of concern they are not speaking the	
	truth and generally improve their overall working culture. For	
	example, residents should not have to identify an operative and	
	report the use of bad language; Rydon should inculcate a	
	culture in its workforce that this is not acceptable at any time.	
28	Residents wish to see some responses to these matters now	
	and not wait until after the first meeting with Mr. Maddison on	
	9 September. The agreement to improve joint working should	
	now be translated into actions.	