



Grenfell Tower Regeneration Newsletter

February 2016

Your feedback helped!

We were pleased to see so many residents when we went door knocking on 18 and 21 December. This was time well spent, ensuring that we could set about resolving any major problems in time for Christmas.

Some of you told us that you were having some teething problems with your new heating system, so we sorted these out in time and as a result we received no call outs over Christmas.

Noisy kitchen fans: many residents commented on this at the door knocking. Rydon is working with the manufacturer to find a suitable modification which addresses the 'chattering'.

Water temperature: another issue was the water temperature, which seemed lower than before. Rydon is checking the HIU settings during its inspections.

Power disruption on 26 January: the TMO wants to apologise for the disruption caused to residents by the extended shut down and delay in reinstating the door entry system.

Progress

You will have noticed the following progress since Christmas:

- the glazing and cladding are nearly complete. The new entrance has an attractive lime green trim, which contrasts nicely with the grey structure frame
- the mast climbers (scaffold pylons) will all be down in February
- the hoarding has gone from the north side (facing the Academy) and the new security shutters are being installed
- communal walls and fire doors are being painted and new floor & flat signs has gone up in the entrance
- vents for the gas risers need to be installed in all flats
- Rydon is checking that all the work they have done has no defects; the TMO's clerk of works will sign off Rydon's work only when he is satisfied that everything has been completed properly
- so far the clerks of works have inspected and confirmed as completed 86 out of all 120 flats.

The final touches are being made to the nine new flats. Even when they are ready for occupation, no one will move in until the foyer is open and furniture can pass through.

Rydon is currently working with the landscaping contractor to provide safe access to Grenfell when the new paths and roadway are created.

16 February: drop-in for new billing system for heating

Demonstration sessions will take place in Flat 145 showing how the new billing system for your heating system works. Look out for posters giving the times and dates. The new system takes effect from April 2016

22 February: drop-in for new door entry system and to view new homes

The TMO will be looking to have a drop in session on 22 February in the current entrance (walkway level) to:

- check that people understand the new switchover of the door entry system
- explain the new routes into the block while the new entrance is commissioned and the external works are completed.

Further information will be made available nearer the time.

Another feature of the new look Grenfell Tower will be a start-of-the-art new door entry system. This will be installed as follows:

Monday 22 February, 8.30am

The existing system switched off and new entrance door panel installed. Your fobs will still work to open the main block door.

A temporary number code panel will be fitted for deliveries/visitors during this week while the new system is fitted. This is so that if you have deliveries or visitors, they can contact you on arrival at the main door and you can give them the code to allow them to enter the building.

Tuesday 23-Thursday 25 February

Your hall handset will be replaced. Please call Lynda Prentice to arrange a convenient time for this to be done - it should only take 20 minutes.

Friday 26 February

Test and commissioning. By 5pm everything should be working.

Resident feedback survey

As always, what you think matters to us. This survey will be a final record of everything you have to say about the refurbishment programme, so please do complete it.

Compact meeting

The next Grenfell Tower Compact Meeting will take place at 6.30pm on 23 February at the Lancaster West Community Rooms.

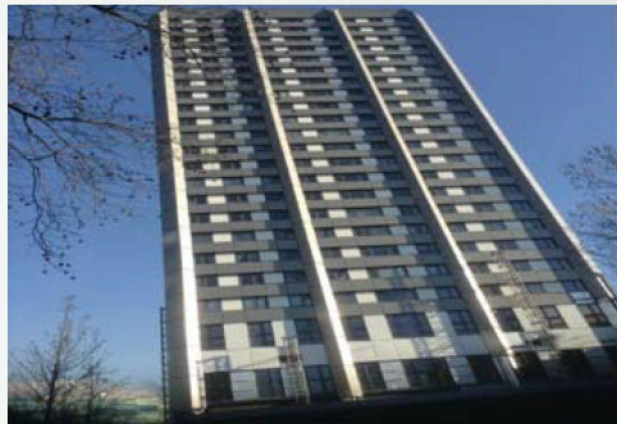


For anyone who is not sure what a compact is, put simply it's an agreement between representatives of a block or estate and the TMO which sets out how residents will be involved in decisions affecting their homes. This is an alternative to a residents' association as a means of influencing decision-making, but without the formalities that go with it.

Fly-tipping

Fly-tipping is a fire hazard to all who live at Grenfell Tower; anyone found to be fly-tipping will be prosecuted. If you want to report it, please contact the Lancaster West Housing Office on [REDACTED]

If you have a large item to dispose of please call RBKC's Streetline on [REDACTED]



The mast climbers will all be gone soon, with cherry pickers completing the work



East elevation largely completed, apart from the lower three floors



The redecoration of all 20 lift lobbies is underway

Contact details

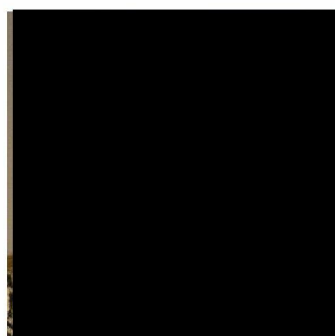
Rydon



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New heating and ventilation ducts in the foyer, before a false ceiling covers them



Fitting out of the nursery

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.