

**From:** Ciara McGarry  
**Sent:** 17 August 2015 16:48  
**To:** 'Cllr.Blakeman@rbkc.gov.uk'; Robert Atkinson  
**Cc:** (T) Complaints; Sacha Jevans  
**Subject:** FW: Request for support with setting up a Compact RA for Grenfell Tower

Dear Councillor Blakeman and Councillor Atkinson

I am aware that you have corresponded with Peter Maddison recently regarding a number of issues at Grenfell Tower. Some of these issues have been addressed in Peter's response to Mr Collins and Peter therefore thought you should be aware of the response below.

Peter is now out of the office until Monday 24<sup>th</sup> August. I am aware that both Peter and yourself are yet to confirm a date to meet with Mr Collins and other residents as the 2<sup>nd</sup> and 9<sup>th</sup> of September were not convenient for you both. Further details regarding the setting up of a Grenfell Compact will be addressed by Janet Edwards, Head of Resident Engagement in a separate response.

Should you have any urgent queries regarding this matter in the meantime, please let me know if I can assist you.

Kind Regards

**Ciara McGarry**  
**Executive Assistant**

t: [REDACTED]



w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292a Kensal Road, London, W10 5BE

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**From:** Peter Maddison  
**Sent:** 17 August 2015 16:33  
**To:** 'David Collins'  
**Subject:** RE: Request for support with setting up a Compact RA for Grenfell Tower

Dear Mr Collins

Thank you for your messages (and for the photo of your son's artwork!). I look forward to having confirmation of a date to meet.

Effective communication throughout this project has been challenging. I want to give my commitment to work with the residents of Grenfell Tower and ensure that there is a clear and effective dialogue and that key issues are resolved effectively.

Thank you for your comments and for your commitment to working with us in resolving current issues and to improving communication going forward. There are clear benefits of this approach to the current project and for the ongoing relationship between KCTMO and the community of Grenfell Tower.

KCTMO is committed to working with residents to make sure that we can achieve broad and effective consultation and communication with all parts of the community. I hope that the proposed compact will help achieve this.

I agree that it would be best to discuss the detail of the specific issues you have raised when we meet. However, I would make the following comments at this stage:

### **Changes in Floor numbering**

The floor numbering was addressed initially in the newsletter of February 2015. The situation was later confirmed in the April 2015 newsletter.

The new flats in the lower floors need postal addresses, for which the TMO applied to the Council, who liaise with Royal Mail.

The Royal Mail procedure requires the lower floors to be numbered, so that the address is easily identifiable for the emergency services in the case of any incident. This means that the floors have been re-numbered and temporary signage fitted, until the final version is available. While it does not affect any individual flat address, this does mean that the floor levels have altered.

Unfortunately for the above reason we cannot revert to the old floor levels.

### **Location of HIU's**

There is no question that any resident has been threatened with the loss of their tenancy relating to the location of the HIU in the hallway.

I am happy to personally meet any resident who has a concern about the current location of the HIU to clarify the current issues and options and to understand the detail of any inappropriate message that residents feel was communicated to them in agreeing the works carried out to date.

I am also open to any other suggestion you might about how we might resolve this matter.

Regarding the "Approval form for Heat Interface Unit installation in kitchen at Grenfell Tower", I have reviewed paragraph 7 and agree that it is not appropriate. The intention was to highlight that we cannot guarantee that the kitchen will be precisely the same condition after the disruption of removing kitchen units etc. However, we will ensure that the kitchen is reinstated to a similar condition. We will either amend this paragraph to say something more appropriate, or delete it entirely.

### **Regular Meetings**

I am happy to attend regular meetings with appropriate members of the team to

discuss key issues and agree a way forward on the project.

### **Anticipated Completion Date**

The current projected completion date is scheduled for the end of October. However, this period is likely to be extended slightly as there are some additional works to be added into the contract relating to the environmental improvements between the current site boundary and the boundary of the Academy and Leisure Centre. We are awaiting further details of this and will give you an update when it is available.

### **Rydon Site Manager**

Simon O'Connor, the Rydon Site Manager, is serving his notice period as he has been offered a job with a different employer. Rydon have changed their management team structure slightly to bring in new staff that will ensure continuity to the end of the project.

### **Independent assessment of the HIU location in the hallway**

We are arranging for Building Control to inspect the installations. We will give you an update when it is available.

### **Investigations in to complaints of “harassment and threats”**

In order to investigate such matters, we need residents to provide specific details so the complaints can be properly investigated. Such complaints can either be channelled through Rydon or through the KCTMO Complaints Procedure. We will reconfirm details of these channels and the appropriate contact details in the next edition of our newsletter.

### **Cleaning of Communal Areas at the end of each day.**

Rydon have agreed to review their cleaning regime at the end of each day. They have also been working closely with our cleaning contractor, OCS to better coordinate the activities of the two companies. Rydon would also be happy to meet with residents, with on a one off, or more regular basis, to walk the block and pick up any areas where standards of cleanliness do not reach an acceptable standard.

### **Blue Lift Cover**

Rydon have cleaned the blue lift cover. However, this has been limited to a dry vacuum cleaning, as wet cleaning would damage the fire retardant coating on the cover. I have asked Rydon to review the cover and look at options for keeping it cleaner. I have also asked them to remove the cover as a matter of course each weekend. We can review this matter when we meet in September.

### **Contractor Work Hours**

Contractor Work Hours are 8am – 5pm  
Noisy working is limited to 9am – 3pm

### **Inappropriate Operative Behaviour**

Any inappropriate behaviour, such as swearing, playing music, or making inappropriate comments should be reported to Rydon as with any other complaint. Rydon take this very seriously and the more precise the information provided, the more likely they will be able to address the matter.

Each operative has a numbered vest and if that number is quoted as part of the complaint, then the more likely that the matter can be effectively tackled.

**Washing Facilities while hot water services are disrupted.**

We are looking at options for providing access to alternative hot water facilities for washing and will confirm this in advance of the works.

**Notice board within the reception area of Grenfell Tower**

We will be happy to provide a notice board in the reception area.

**Indicator Lights in the Lifts**

I will investigate this matter further.

This response is not intended to be comprehensive, however, I wanted to give you an early response to help develop our dialogue.

I look forward to meeting you again in the near future.

Yours sincerely

Peter  
**Director of Assets and Regeneration**

Maddison

t: [REDACTED]



w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292a Kensal Road, London, W10 5BE

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