

From: Peter Maddison [pmaddison@kctmo.org.uk]
Sent: 10/09/2015 11:26:27
To: Claire Williams [clwilliams@kctmo.org.uk]; Kiran Singh [ksingh@kctmo.org.uk]; Anthony Cheney [acheney@kctmo.org.uk]; Claire Williams ["/O=KC TMO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Clwilliams"]; Kiran Singh ["/O=KC TMO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Ksingh"]; Anthony Cheney ["/O=KC TMO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Acheney"]
CC: Teresa Brown [tebrown@kctmo.org.uk]; David Gibson [dgibson@kctmo.org.uk]; Samantha DeHaan [sdehaan@kctmo.org.uk]; Janet Edwards [jedwards@kctmo.org.uk]; Teresa Brown ["/O=KC TMO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Tebrown"]; David Gibson ["/O=KC TMO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Dgibson"]; Samantha DeHaan ["/O=KC TMO/OU=First Administrative Group/cn=Recipients/cn=sdehaan"]; Janet Edwards ["/O=KC TMO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Jedwards"]
Subject: Actions from Grenfell Residents Meeting
Attachments: image001.jpg

Kiran and I met with around 16 households from Grenfell Tower yesterday evening.

I want us to respond quickly to residents detailing our actions. Can you please review and action the following asap and give me an update and timescales?

We need to consider the messages to communicate via our next newsletter.

ASB Issue : flat directly above the Tenant Room

Action: Kiran to investigate.

Roof Leak affecting top floor. Flats: 201, 202 and 203 were represented.
Can we please arrange for somebody to call the residents to update them:
Flat 202 – Sophie (daughter of tenant) tel: [REDACTED]
Flat 203 – Hassan tel: [REDACTED]

Action: Claire to contact residents to update

Wording of letter of agreement for HIU Kitchen Location

It was agreed that we would work with a couple of resident representatives to revise the wording of para 7.

Kiran to arrange a meeting to resolve.

Action: Kiran

Floor Numbering and Postcode Changes

We agreed to clarify whether postcodes will change as a result of the revised floor numbering. Residents think that this will be a great inconvenience.

Also we need to understand where the decision on the renumbering of floors lies? Residents think that RBKC Planners made the suggestion, rather than it being a requirement of the Emergency Services or the Post Office
Action: Claire to clarify

CCTV

Will cameras that were in the communal areas be reinstated:

Action: Claire to clarify

Residents would like to understand whether CCTV can be installed on every floor

Action: Kiran / Peter to discuss CCTV and security strategy for the estate.

Service Charges

Residents want clarification of Heating Service Charges. If charges are paid retrospectively, then residents will be paying a heating service charge in the coming financial year in addition to their energy costs.

We need to clarify this point and cover it in our next newsletter.

Action: Claire / Siobhan Rumble

Lift

A resident reported that when the Fire Alarm is activated, the lift goes to ground floor and opens. As there is no egress at ground floor outside of Rydon's working hours, this setting needs to be adjusted so the lift goes to the Walkway level where there is an exit from the building.

Action: Anthony Cheyne

Flat 92 (Leaseholder)

HIU has been part installed in hallway. He wants clarification about whether he is a hallway installation or on the kitchen install list

Action: Claire to clarify and confirm with resident

Flat 42 – complains that her blinds don't fit with the new windows

Claire to arrange visit resident to review

Do we need to include an item on this subject in the next newsletter?

Action: Claire

Flat 52 – Mr Thompson

Resident claims that he made a specific complaint about a Rydon operative with Bib Number 158. He says that

no further action took place.

Action: Claire to clarify with Rydon

Future Resident Engagement

A meeting is scheduled with Resident Engagement Team to discuss the “Compact”
PM to arrange pre-meeting to discuss our approach

Action: Peter

Peter Maddison

Director of Assets and Regeneration

t:

m:

a: The Network Hub, 292a Kensal Road, London, W10 5BE

P Before printing, please think about the environment