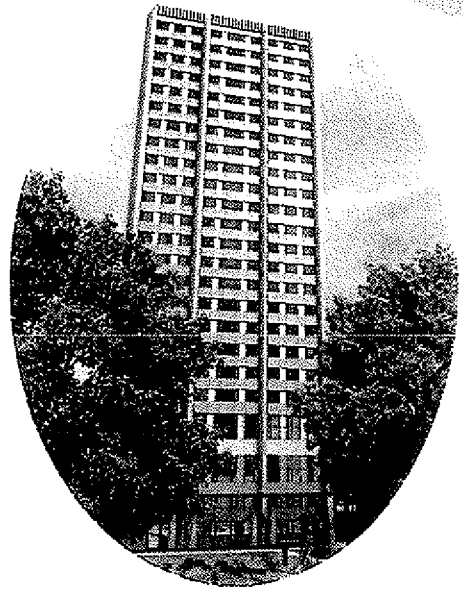




Rydon

Grenfell Tower Regeneration Newsletter

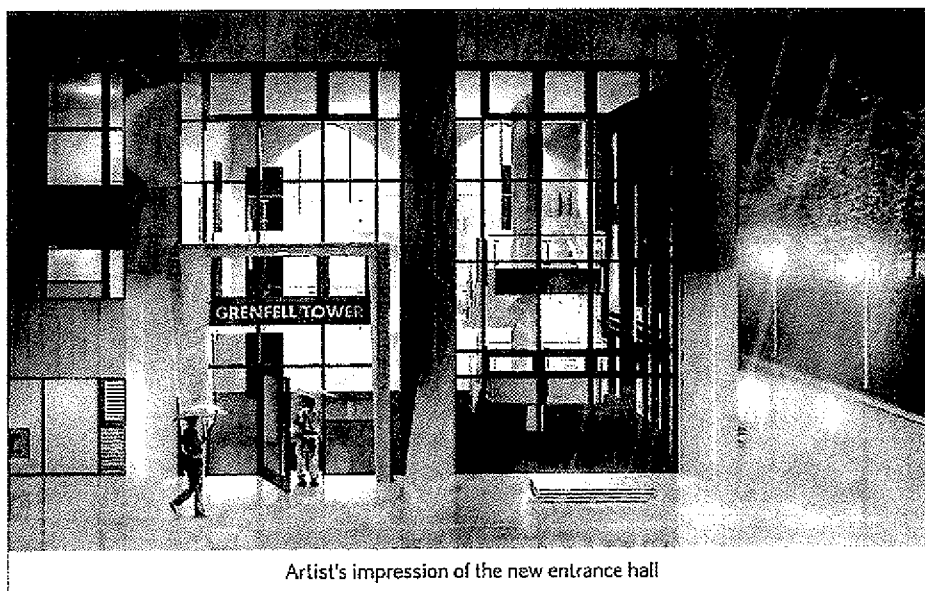
September 2015



Update

Rydon's work has been held up because its steelwork sub-contractor has gone out of business. This has a considerable impact on us, as steel is needed for the new flats' floors and walls, as well as for the new entrance lobby. Once we know the exact impact on the timetable and the delayed completion date, we will let you know.

The new communal boiler has now been commissioned and we are preparing to start the connection of individual flats onto the new system. We have written to each of you individually to explain this process in detail and to make appointments to come into your home to complete this work.



Artist's impression of the new entrance hall

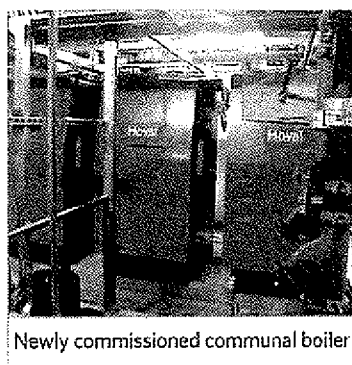


1. Residents' meeting

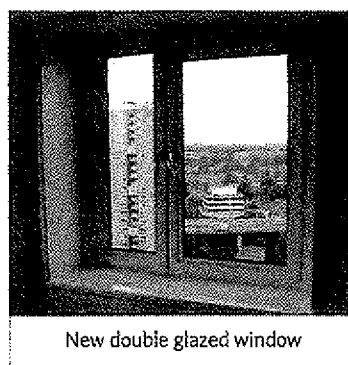
On 9 September a group of residents met the TMO to discuss a range of issues about the relating to the refurbishment works. We discussed where there could be an improvement in communication, as well as:

- the completion of the central heating work
- service charges and the new heating system
- site cleanliness
- Rydon's use of lifts
- resolving complaints
- floor numbering and postcodes.

We hope there will be more meetings and we'll let you know when the next one is agreed.



Newly commissioned communal boiler



New double glazed window

2. The new heating

The benefits of the new heating system are:

- you will be able to turn the heating on when you want it throughout the year
- you will be able to control the temperature within your home
- you will be able to use as much hot water as you want
- it will be pay as you go:
 1. If you are a tenant you currently pay for your heating through a weekly sum in your service charge. When the new system is up and running, you will stop paying this weekly sum, as you will then be on your own pay as you go metering system.
 2. If you are a leaseholder you currently pay your heating costs through the annual service charge. When the new system is in place the TMO will adjust the billing i.e. will remove the cost of the gas from the charges.

It's important that we complete the connection of the new homes onto the new system as soon as possible. If you have any queries, please contact Lynda Prentice or Christina Stephanou.

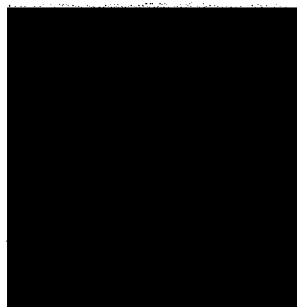
3. New windows

We've had positive feedback about the installation of the new windows. When each flat's windows have been fitted, Rydon will show you how they operate and you will be given a useful handbook. As the windows are a slightly different size to the old ones and open in a different way, some residents may find that blinds and curtains need altering e.g. new overhead batten fixings are needed. If you have any problems with windows that are not resolved, please report them to Lynda Prentice or Christina Stephanou and they will discuss options.



Contact details

Rydon



Christina Stephanou
Resident Liaison Officer



yourcommunity@rydon.co.uk



Lynda Prentice
Resident Liaison Officer

yourcommunity@rydon.co.uk

KCTMO

Claire Williams
Project Manager



clwilliams@kctmo.org.uk

Siobhan Rumble
Lancaster West
Area Manager



srumble@kctmo.org.uk

Peter Maddison
Director of
Assets & Regeneration
pmaddison@kctmo.org.uk

4. Webcam

You can now watch work in progress at www.kctmo.org.uk; click on Assets & Regeneration on the left hand side, then click on Grenfell Tower Regeneration.



West side of the tower from below

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.

