

From: Peter Maddison <[REDACTED]@kctmo.org.uk>
Date: Monday, 18 April 2016 at 16:43
To: [REDACTED]@rbkc.gov.uk" <[REDACTED]@rbkc.gov.uk>, "Edward Daffarn
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Cc: Kiran Singh [REDACTED]@kctmo.org.uk>, Claire Williams <[REDACTED]@kctmo.org.uk>,
Complaints <complaints@kctmo.org.uk>, Teresa Brown <[REDACTED]@kctmo.org.uk>
Subject: RE: ExternalRE: Queries from Grenfell Tower Resident Association.

Dear Mr Daffarn

Thank you for your message, I would respond to the issues you raise as follows:

Some residents are finding the new Communal Entrance Door heavy and difficult to open.

Thank you for this feedback. The new communal entrance door has been adjusted to make it easier to open. I hope that this matter is now resolved. If any residents continue to experience problems with the door, please refer the matter to Rydon's Resident Liaison Officer or let me know.

How is the £1,500 pounds demanded as compensation by Grenfell Tower households being considered by the TMO?

It is not proposed to pay a blanket compensation sum to residents. Compensation will be paid to residents in instances where residents have experienced specific loss, in accordance with KCTMO's Compensation Policy. For instance, compensation may be payable where decorations or possessions have been damaged as part of the works, or where blinds cannot be refitted because of the change in window dimensions.

Lifts

We have continued to service the lifts at Grenfell Tower – including monthly inspections. However, we have seen an increased level of minor faults on the lifts over recent months.

Later this month, Rydon will be cleaning the lift shaft, making sure that all the digital displays are in full working order and ensuring that the lift cars are deep cleaned. Following on from this, we will also be renewing the floor covering of the lifts and carrying out an intensive planned maintenance regime. We expect the performance of the lifts to improve as a result of this activity.

Activation of the Automatic Opening Vents (AOV)

The Automatic Opening Vents are designed to disperse smoke in the event of a fire. The old system was beyond repair and the new system, serving floors 5 and above, was commissioned in January 2016.

The system does not automatically contact the Fire Brigade when activated, as the brigade does not provide a response in such circumstances. When the work on the lower 4 floors of Grenfell are complete, then a phone line will contact a call centre in the event of the system being triggered and the call centre will be responsible for contacting the Fire Brigade and the engineers required to reset the system. This phone connection will be installed this week.

The Fire Brigade are aware that the system is not yet fully automated and have confirmed that they are comfortable with the way that the system currently operates. We have regular site visits with the local Fire Brigade to keep them informed of the current status of the building works and to flag