These newsletters will soon be coming to an end, so thank you for interest in the Grenfell regeneration project. As you appreciate, Rydon are now tidying up the landscaping around the building and will soon be leaving site.

What’s been happening in the last month:

The remote heat metering system went live from 18 April
All residents are now in charge of their own energy controls and the bills. Every household has a copy of the prepayment system booklet – keep this next to the HIU and thermostat booklets for safe keeping. Wilson Energy manage the billing process and they give the TMO with a monthly report on usage and spend. In November the pre-payment system will be reviewed and subsequently there will be an annual review.

If you have any particular queries about the prepayment system or digital system, please contact Wilson Energy direct on 0845 467 0636 or 01636 85724; otherwise, for general advice pop into the housing office at 1 Station Walk.

Summer setting for your thermostat
As part of the handover process we have already set up the thermostat and shown you how to use it. If you do not want your heating on in summer, then you need to turn down the temperature as below. If your water temperature is not hot enough, please contact Claire Williams on 020 8964 6064.
New flats are completed, boxing club and nursery premises are ready to occupy

The new nursery

Grenfell Early Years Service

For children aged 1 to 6 years old

Monday to Friday
8.00am - 6.00pm

Contact us:--
1 Grenfell Tower,
Grenfell Road,
London W11 1TG
020 7727 0854
Email: info.lwcn@yahoo.co.uk

The Dale Youth Amateur Boxing Club
The Dale Youth Amateur Boxing Club is due to hold an open day in July for local people.
The community room
This is now available to hire through Sharon Baah, KC Places Co-ordinator, tel 020 8964 6072. A large entrance foyer with toilets leads into a large main room which has a corner kitchen.

The new KC Places community room

External landscaping
The children’s playground will open at the end of May. Landscaping continues around the building and there will be some resurfacing of Grenfell Road. Rydon will keep you updated if there is any need to alter access arrangements to the front of the building.

The new children’s playground

Other information
Welcome to Nicola
Welcome to Nicola Bartholomew, who is the TMO’s new Neighbourhood Management Team Leader. She started on 3 May and is based at the Lancaster West Office. Nicola has been busy getting to know the estate and was at TMO Live! on 21 May. Do say hello if you see her.
Defects procedure
Now that Rydon are leaving site, the procedure for reporting any problems with their work and defects is: Contact the TMO Customer Contact Centre on 0800 137 111 or 020 3617 7080. It would be useful if you say that you are "reporting a defect on Rydon’s work". This stops them from accidentally giving the work to the TMO’s maintenance team and affecting Rydon’s work; it also stops us from paying them twice, as Rydon repair any defect free of charge under their 12 month guarantee.

If it’s a health and safety matter, then Rydon will deal with it in 24 hours.

The ‘stay put’ fire policy
The smoke detection systems have been upgraded and extended. The Fire Brigade has asked us to reinforce the message that, if there is a fire which is not inside your own home, you are generally safest to stay put in your home to begin with; the Fire Brigade will arrive very quickly if a fire is reported.

The only reason you should leave your home is if the fire is inside your home. In this case you and your family should leave the flat immediately: close your door behind you, leave the building and call the 999, giving your address and postcode.

If there is a fire in the block near your flat, and you believe you are at risk and would prefer to evacuate the building, then please do so using the stairs and wait outside the building for the Fire Brigade to arrive.

Alterations to the property by tenants or leaseholders
This is a reminder that if you want to change the layout of your home, knock down or build partitions etc, change bathroom suites or renew kitchens, then you must write to us at the TMO as your landlord to obtain our approval.

During the regeneration of the building we have come across alterations that have made properties unsafe because they did not meet the building regulations.

We only approve changes that will be safe and legal, ensuring that all the building regulation requirements will be met.

Events

The TMO Live! roadshow on 14 May
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:

- 020 3617 7080
- 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.