

Message

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**From:** [REDACTED]  
**Sent:** 14/07/2015 13:11:15  
**To:** jwray@kctmo.org.uk  
**CC:** Cynthia.Vachino@rbkc.gov.uk  
**Subject:** Re: Fire Door Flat Entrance Door [REDACTED] - Mr Samuel

Good afternoon

I will visit on Thursday, the 16th and look at the door and get back to you.

In confidence.

Janice, after our telephone conversation this is from a LFB document ref flat entrance doors, on the front page of the document it states:

This document is intended for internal use only,

where the front doorset belongs to a leaseholder, then due to the control they can exercise over the front doorset, it is considered that under the Order they become a 5(3) person and those duties are placed upon them. In these cases the Authority can serve notices on them, but before doing so any notice must be referred to the FSR Central Enforcement Group.

So it seems that the LFB now agree that we were right all along regarding the fact that they can take enforcement action directly against a leaseholder/private individual

Carl

-----Original Message-----

From: Janice Wray <jwray@kctmo.org.uk>  
To: carlstokes [REDACTED]  
Sent: Tue, 14 Jul 2015 11:30  
Subject: FW: Fire Door Flat Entrance Door [REDACTED] - Mr Samuel

Carl

Please see below from Cindy. Would you be able to go to [REDACTED] one more time to attempt a further assessment to see if he has upgraded the door. As it was mostly the glazing that you were concerned about presumably you could comment on this even if you do not manage to get access?

Please advise

Thanks

Janice

Janice Wray  
TMO Health, Safety & Facilities Manager  
t: [REDACTED]

w: www.kctmo.org.uk  
a: : The Network Hub, 300 Kensal Road, W10 5BE

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From: Cynthia.Vachino@rbkc.gov.uk [mailto:Cynthia.Vachino@rbkc.gov.uk]  
Sent: 14 July 2015 11:20  
To: David Ward; Janice Wray  
Cc: Roger.Keane@rbkc.gov.uk  
Subject: Fire Door Flat Entrance Door [REDACTED] - Mr Samuel

Dear David and Janice cc Roger

RE Fire Door - Flat Entrance Door

[REDACTED] - Mr Samuels

I have had a chance to review your emails below of 6 May 2015.

Janice

Before we embark on sending further letters before action to Mr Samuels, would it be worth getting Carl (or someone else who has fire door experience) to go round to have another look to see if Mr S has now made his flat entrance door complaint? I see from Carl's October 2013 report [REDACTED] that Carl was given access by the tenant to view the inside of the door and which then gave Carl the opportunity to provide his October 2013 report.

David

1. If Janice says Carl/or someone else will go round to try to have another look at the door, we will await outcome.
2. If Janice says neither Carl nor anyone else one can go round, I agree with your suggestion that you send Mr Samuels one last email in which you
  - send him a further copy of Carl's October 2013 report and
  - you ask him to confirm within 14 days if his door is now fire safety compliant,
  - you inform him that failure by him to provide evidence that his door to now be fire safety compliant will result in your passing the matter to RBKC legal.

3. In anticipation that I will be sending a Letter Before Action to Mr Samuels, I will need further documents/correspondence from you. It is important for me, to have the full history as to when TMO first started writing to Mr Samuels regarding his non compliant door and to which such previous correspondence you refer to in your 10 July 2014 email above. Prior to my having sent my first Letter Before Action to the other leaseholders in September 2013, the TMO had sent various initial letters to leaseholders regarding their non compliant flat entrance doors.

- 11 October 2012 from Home Ownership
- 17 October 2012 from Janice
- 5 November 2012 from Ray.

Regards

Cynthia Vachino

Solicitor (Litigation)

Tri-Borough Shared Legal Service

Email: [cynthia.vachino@rbkc.gov.uk](mailto:cynthia.vachino@rbkc.gov.uk)

The Royal Borough of Kensington and Chelsea

The Town Hall (3rd floor)

Hornton Street

London W8 7NX

Tel: [REDACTED]

Fax: [REDACTED]

DX: 84015 Kensington High Street 2

From: David Ward [<mailto:dward@kctmo.org.uk>]

Sent: 06 May 2015 11:07

To: Vachino, Cynthia: CP-Legal

Cc: Wray, Janice: RBKCTMO Ltd; Keane, Roger: HS-Housing

Subject: FW: Fire Doors : Scrutiny Flat entrance door - [REDACTED] Ms Inder

Morning Cindy

Further to your email below and Janice's subsequent email with Carl's report I can advise that I initially contacted Mr Samuel in July 2014 following a meeting with Jerry Gilbert regarding other fire proofing works that were outstanding at a number of properties in [REDACTED] following a scheme carried out by the TMO previously. It was then highlighted to me that there was also an issue with Mr Samuel's front door not being compliant and reference to that was added to my exchanges with him and/or his PA. A chronology of my exchanges is detailed below and copies of the correspondence attached as requested:-

- 10th July 2014 - email from David Ward [DW] to Richard Samuel's [RS] highlighting the outstanding fire proofing works
- 26th August 2014 - Reminder email from DW to RS asking for an update and also reference to the front door that I was advised was potentially not compliant
- 31st October 2014 - acknowledgement from RS and note that his PA [PA] would be looking into the issues raised
- 3rd November 2014 - email from PA to DW advising that she was looking into these matters
- 17th November 2014 - further email from PA to DW advising that there is substantial paperwork in respect of the property and she'd therefore need additional time
- 8th December 2014 - email exchange between DW and PA re outstanding information with the latter advising that they hope to provide a response before Christmas
- 30th December 2014 - email from RS to DW with regards to the fire proofing works highlighted in DW's initial email of the 10th July but without reference to the compliance of the front door
- 8th January 2015 - email from DW to RS asking for evidence that the front door was compliant as this was not addressed in his prior email

I have had no further communication since but can write, if you think appropriate, a further email today in respect of solely the front entrance door whilst also providing a copy of Carl's report with a mention also to the matter being referred to RBKC Legal but I'll be guided by you on this proposal and also any wording you want included.

I trust this helps.

Regards, David

David Ward  
Home Ownership Manager  
t: [REDACTED]

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

From: Janice Wray  
Sent: 06 May 2015 09:38  
To: 'Cynthia.Vachino@rbkc.gov.uk'  
Cc: David Ward; 'Roger.Keane@rbkc.gov.uk'  
Subject: RE: Fire Doors : Scrutiny Flat entrance door - [REDACTED] Ms Inder

Hi Cynthia

Copy of Carl's report attached. I will check but I don't think I have copies of any other correspondence with the lessee

Janice

Janice Wray  
TMO Health, Safety & Facilities Manager  
t: [REDACTED]

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: : The Network Hub, 300 Kensal Road, W10 5BE

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From: Cynthia.Vachino@rbkc.gov.uk [mailto:Cynthia.Vachino@rbkc.gov.uk]  
Sent: 06 May 2015 09:30  
To: Janice Wray; David Ward; Roger.Keane@rbkc.gov.uk  
Subject: Fire Doors : Scrutiny Flat entrance door - [REDACTED] Ms Inder

Hello

Janice and David

Thank you for your emails. As Mr Samuels has been dealt with by the TMO separately, I have never sent any Letters Before Action to him as I did for the other Leaseholders whose doors were identified as being a risk.

So that I can send my first Letter Before Action to Mr Samuels, please can you send me as follows:

1. Copy of Carl's first Fire Risk Assessment report on Mr Samuel's flat
2. Copy of your letter sending that first FRA report to Mr Samuels
3. Copy of any further FRA reports carried out by Carl
4. Copy of letters sending any further FRA reports to Mr Samuels
5. Copies of all correspondence you have sent to and received from Mr Samuels regarding the door.

Roger

I would be most grateful for an update regarding Ms Inder's door.

Regards

Cynthia Vachino

Solicitor (Litigation)

Tri-Borough Shared Legal Service

Email: [cynthia.vachino@rbkc.gov.uk](mailto:cynthia.vachino@rbkc.gov.uk)

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The Town Hall (3rd floor)

Hornton Street, London W8 7NX

Tel: [REDACTED]

Fax: [REDACTED]

DX: 84015 Kensington High Street 2

From: Janice Wray [mailto:[jwray@kctmo.org.uk](mailto:jwray@kctmo.org.uk)]

Sent: 05 May 2015 16:03

To: Vachino, Cynthia: CP-Legal

Subject: RE: Fire Doors : Scrutiny Flat entrance door - [REDACTED] Ms Inder

Hi Cindy

Sorry - David has been dealing with Mr Samuels so I cannot add to what he has said .

I was sending a separate e-mail to summarise our ongoing approach to highlighting and dealing with any further non-compliant lessee doors and Roger subsequently included this in his text from Scrutiny.

I have had no further contact with Ms Inder - Roger is dealing

Janice

From: [Cynthia.Vachino@rbkc.gov.uk](mailto:Cynthia.Vachino@rbkc.gov.uk) [mailto:[Cynthia.Vachino@rbkc.gov.uk](mailto:Cynthia.Vachino@rbkc.gov.uk)]

Sent: 05 May 2015 15:48

To: Janice Wray; [Roger.Keane@rbkc.gov.uk](mailto:Roger.Keane@rbkc.gov.uk)

Subject: Fire Doors : Scrutiny Flat entrance door - [REDACTED] Ms Inder

Hello

Janice/Roger

Have we made any progress with Ms Inder' s door?

Janice

In your email of 27 April you were going to send me a separate email re Mr Samuels [REDACTED]

Regards

Cynthia Vachino

Solicitor

Litigation

Tri-Borough Shared Legal Service

Email: [cynthia.vachino@rbkc.gov.uk](mailto:cynthia.vachino@rbkc.gov.uk)

Address:

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From: Janice Wray [mailto:[jwray@kctmo.org.uk](mailto:jwray@kctmo.org.uk)]

Sent: 27 April 2015 16:41

To: Keane, Roger: HS-Housing

Cc: Vachino, Cynthia: CP-Legal

Subject: FW: Scrutiny Flat entrance door

Hi Roger

Info from David below. Mine to follow by separate e-mail

Janice

Janice Wray  
TMO Health, Safety & Facilities Manager  
t: [REDACTED]

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: : The Network Hub, 300 Kensal Road, W10 5BE

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From: David Ward  
Sent: 27 April 2015 16:36  
To: Janice Wray  
Subject: RE: Scrutiny Flat entrance door

The Home Ownership Department have exchanged a number of emails with the leaseholder [REDACTED] Tower since August 2014 but the leaseholder thus far has resisted changing the front door or provided evidence to confirm that the door is compliant. The leaseholder has responded to these emails but hasn't provided the required evidence.

The Home Ownership Department will be referring the matter to the Landlord's legal department for advice relating to taking action to enforce in view of the front door being the lessee's responsibility.

From: Janice Wray  
Sent: 27 April 2015 13:36  
To: David Ward  
Subject: FW: Scrutiny Flat entrance door  
Importance: High

Hi David

Please see below from Roger Keane - could you let me have a form of words that he could incorporate so that Scrutiny are advised of progress with Mr Samuels

Please advise

Thanks



Janice

Janice Wray  
TMO Health, Safety & Facilities Manager  
t: [REDACTED]

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: : The Network Hub, 300 Kensal Road, W10 5BE

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From: Roger.Keane@rbkc.gov.uk [mailto:Roger.Keane@rbkc.gov.uk]  
Sent: 27 April 2015 10:12  
To: Cynthia.Vachino@rbkc.gov.uk; Janice Wray  
Subject: Scrutiny Flat entrance door

Hi Both,

I am preparing an update on the leaseholder doors for the Scrutiny committee.

Please see below, and amend as necessary.

Not sure where we are with the final door?

-----  
Work is continuing in relation to the issue of leaseholder flat entrance doors which are not compliant with fire safety standards.

In March 2014 we reported that we had been working with the householders of 37 doors that had been assessed as non-compliant. This had gone down from a high of 107 doors in December 2013.

35 of these households have now provided evidence of their doors being compliant, this leaves 2 households with non-compliant doors.

One of the two remaining households who have a non compliant door is an elderly leasehold who has stated she can't afford to replace the door.

After investigating her situation arrangements have been made for the door to be replaced and the leasehold re-charged for the costs.

A date has been agreed for a new complaint door to be fitted (will try and get date from Staying First).

An affordable monthly plan has been agreed with the leaseholder.

The final leaseholder.... not sure where we are with this one, are we taking enforcement action???

Regards

Roger Keane | General Needs Housing Commissioner | Housing Commissioning Team | Royal Borough of Kensington & Chelsea | 2nd Floor, Kensington Town Hall, Hornton Street, London, W8 7NX | TEL: [REDACTED] | Mobile: [REDACTED]

From: Adrian Bowman [mailto:abowman@kctmo.org.uk]  
Sent: 07 April 2015 14:18  
To: Keane, Roger: HS-Housing; Vachino, Cynthia: CP-Legal; Wray, Janice: RBKCTMO Ltd  
Cc: Ward, David: RBKCTMO Ltd  
Subject: RE: Flat entrance door - Ms Inder

Roger / Cynthia

Carl has confirmed the door she has chosen is suitable. However he notes in the letters and the costings by Staying First that there is no self closing device mentioned? Can we confirm one will be fitted as it is a requirement of the building regulations?

Thanks

Adrian

From: Roger.Keane@rbkc.gov.uk [mailto:Roger.Keane@rbkc.gov.uk]  
Sent: 07 April 2015 08:44  
To: Adrian Bowman; Cynthia.Vachino@rbkc.gov.uk; Janice Wray  
Cc: David Ward  
Subject: RE: Flat entrance door - Ms Inder

Great, thanks Adrian,

Have you run it past Carl yet?

Regards

Roger Keane | General Needs Housing Commissioner | Housing Commissioning Team | Royal Borough of  
Kensington & Chelsea | 2nd Floor, Kensington Town Hall, Hornton Street, London, W8 7NX | TEL: [REDACTED]  
[REDACTED] | Mobile: [REDACTED]

From: Adrian Bowman [mailto:abowman@kctmo.org.uk]  
Sent: 02 April 2015 15:55  
To: Vachino, Cynthia: CP-Legal; Keane, Roger: HS-Housing; Wray, Janice: RBKCTMO Ltd  
Cc: Ward, David: RBKCTMO Ltd  
Subject: RE: Flat entrance door - Ms Inder

Her reply has arrived here this week see attached. She has chosen a Wickes door and having had a look at it I just want to run it past Carl Stokes our fire consultant for his opinion

Adrian

From: Cynthia.Vachino@rbkc.gov.uk [mailto:Cynthia.Vachino@rbkc.gov.uk]  
Sent: 02 April 2015 15:20  
To: Roger.Keane@rbkc.gov.uk; Janice Wray  
Cc: David Ward; Adrian Bowman  
Subject: Flat entrance door - Ms Inder

Hello Roger and Janice

Thank you Janice for your email and for sending Ms Inder another copy of my letter.

I have diarised for next week to chase her as by then she will have had a copy of my letter for a couple of weeks and should have come back to us by then.

Regards

Cynthia Vachino

Solicitor

Bi Borough Legal Services

The Royal Borough of Kensington and Chelsea

and London Borough of Hammersmith & Fulham  
The Town Hall (3rd Floor)  
Hornton Street  
London, W8 7NX  
Tel: [REDACTED]  
Fax: [REDACTED]  
DX: 84015 High Street Kensington 2

From: Keane, Roger: HS-Housing  
Sent: 27 March 2015 12:49  
To: Wray, Janice: RBKCTMO Ltd; Vachino, Cynthia: CP-Legal  
Cc: Ward, David: RBKCTMO Ltd; Bowman, Adrian: RBKCTMO Ltd  
Subject: RE: Flat entrance door - Ms Inder

Great, thanks Janice,

Hopefully she will take up the offer and we will be down to one door.

Regards

Roger Keane | General Needs Housing Commissioner | Housing Commissioning Team | Royal Borough of  
Kensington & Chelsea | 2nd Floor, Kensington Town Hall, Hornton Street, London, W8 7NX | TEL: [REDACTED]  
[REDACTED] | Mobile: [REDACTED]

From: Janice Wray [mailto:jwray@kctmo.org.uk]  
Sent: 27 March 2015 09:22  
To: Vachino, Cynthia: CP-Legal; Keane, Roger: HS-Housing  
Cc: Ward, David: RBKCTMO Ltd; Bowman, Adrian: RBKCTMO Ltd  
Subject: Flat entrance door - Ms Inder

Hi both

Just to let you know that this lady rang me on the 25th March. During the conversation she claimed not to have received your letter, Cindy. I explained the contents and she seemed quite keen to take up the offer. David kindly printed out another copy of your letter which I sent out the same day

Will let you know if I have any further contact from her

Janice

Janice Wray  
TMO Health, Safety & Facilities Manager  
t: [REDACTED]

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: : The Network Hub, 300 Kensal Road, W10 5BE

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Are you registered to vote? The deadline to register to vote for the UK Parliamentary election is Monday 20 April 2015.

You can register to vote at <http://www.gov.uk/register tovot e>

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To find your polling station go to <http://www.rbkc.gov.uk/pollingstation>

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