

GRENFELL TOWER INQUIRY

FIRST WITNESS STATEMENT OF EDWARD DAFFARN

Background

1. I am the above named person and I lived in Flat 134 Grenfell Tower, Grenfell Road London W11 1TQ from 2001 until the early hours of Wednesday 14 June 2017. I was given a Permanent Lifetime Tenancy by the Royal Borough of Kensington and Chelsea. I am a trained Mental Health Social Worker but am not currently working in this capacity. This statement relates to the fire at Grenfell Tower. I have given separate statements to the Metropolitan Police. This statement is provided for the purpose of Phase 1 of the Grenfell Tower Public Inquiry.

Living in Grenfell Tower

2. I knew Grenfell Tower and many of my fellow neighbours very well. Apart from having lived there for sixteen years I would often go to other floors in the block to deliver leaflets. Alongside other tenants and leaseholders, I was also involved in advocating in relation to issues around our residential amenities, the refurbishment works and fire safety.
3. Since the fire I have been disappointed with how our community has been described in some quarters. I loved living amongst my neighbours in Grenfell Tower. We had a beautiful community; people from different cultural backgrounds, all different races, and different financial backgrounds. We all lived in one block side by side and got along well. We often joked that the reason we knew each other so well was because we spent so long waiting in the foyer because of the defective lifts.
4. The community made Grenfell Tower a good place to live but the state of the residential amenity had declined in recent years. In my view over the years Lancaster West Estate as a whole had been left to fall into a semi slum-like state due to what I would describe as "managed decline"; lack of adequate investment and general

disregard for the welfare and well-being of residents. Even our surrounding roads were in a state of disrepair. I don't know where the phrase came from but some people on the estate used to refer to it as "The Forgotten Estate" because of how we felt we were treated by the Council and then the Kensington and Chelsea Tenants Management Organisation ('TMO'). That became the name of a film by Constantine Gras which I would commend to the Inquiry.

My neighbours in Grenfell Tower

5. On my floor the other five flats housed the following people:

- a. A young family lived in Flat 131, a man, his wife and their daughter. The man was called Richard. I know they all got out alive because I saw Richard a couple of days after the fire. It was so good to see him. He told me his wife and daughter were safe which was a huge relief.

- b. A lady called Sheila whose flat is near to the emergency stairs lived in Flat 132. I didn't know her surname at the time of the fire but I now know her name was Sheila Smith. She was a retired school teacher. She was quite mobile. She lived in the flat alone. We had a neighbourly relationship. We would say "Hello" and "Goodbye" but I had never been in her flat. We shared an interest in the Lancaster West Estate and she too had previously had issues with the TMO although I do not know the specifics. She would come to some of our residents' meetings during the refurbishment works. I know she had a son, I met him once in the lift. I have not seen him since the fire. She used to get up and go to the shop every morning at around 10:00am. Sheila did not make it out on the night of the fire.

- c. A Turkish family lived in Flat 133 almost next door to Sheila's flat. They have lived in Grenfell Tower for years. They were living there when I moved in. They were a Muslim family, a man and his wife and an older lady, who I believe to be the wife's mother, would often come round. I would see the two ladies sitting in Lancaster Green together and often outside the sports centre. The couple had two grown up children, a son and a daughter. I had got to know them as they had grown up in the flat. I had a good relationship with them all. I didn't see the husband very much, I think he worked really hard. I saw more of the wife, although we didn't speak much more than "Hello" and

"Goodbye" because she didn't speak very much English. I have been in their flat once before when the renovation works were being completed and they had an issue with some of the work. I can't recall what that issue was. I've seen them all since the fire at the Rugby Club so I know they are all safe. I don't know any of their names. There was another woman, a young woman with a young baby who used to visit often. I think she may have been another daughter or step-daughter. I saw the son on the night of the fire. He was outside the building, he was upset and seemed to be looking for his parents.

- d. Joe Daniels lived in Flat 135. He had a son called Sam Daniels who was living at 135 as well. It was Joe's smoke alarm that I heard on the night of the fire. His flat is next to mine. Joe's health had deteriorated in recent years and he was not as mobile anymore. Joe was well built. He was probably in his late-sixties to early-seventies. I am aware that he sadly died in the fire. I have seen Sam since the fire and I know he is safe. I know Sam's mother, Lucy. She was one of the people who set up the old Estate Management Board.
- e. Hamid Wahbi lived in Flat 136 on my floor. He used to drive a moped. I had the same relationship with him as with my other neighbours; friendly but not over familiar. I never used to see much of Hamid. He works on a fish stall on Golborne Road nearby. I have seen him since the fire. He gave a speech in the days following the fire at the Rugby Club.
- f. In this statement I will also mention William Thompson. William, or Willie as he is known, lived on the old fifth floor of Grenfell Tower (now the eighth floor). Unlike my other neighbours who I am neighbourly with, Willie and I have more of a friendship. Willie was a lead representative for the Grenfell Tower Residents Association; the "Grenfell Tower Compact" as it was forced to be known. Over the last couple of years we have got to know each other well. We share a concern for our community. Willie used to come up to my flat to discuss issues, sometimes with other residents too. Willie and I used to go and see Councillor Blakeman together to discuss issues affecting our community. We also share an interest in sport. We were interviewed by the BBC together after the fire and, as I said on television, Willie helped save my life. Thankfully Willie and his family are all safe.

Layout of the 16th Floor and Flat 134

6. Flat 134 was on the 13th floor inside Grenfell Tower but after the refurbishments it was shown by the council as the 16th floor. My flat was on the west side of the building, overlooking Latimer Road tube station. It had beautiful views of the sunset to the west over Heathrow.
7. I have exhibited to this statement a plan of the 16th floor of Grenfell Tower as Exhibit ED/1. I also attach as exhibit ED/2 a plan of Flat 134 with the rooms labelled. The front door to my flat opened inwards. The doors to the staircase pushed open from the landing into the stairwell.
8. Exhibit ED/1 shows a small area outside of my flat, a narrow passageway which has a space big enough for a bike. This leads to the communal landing area. The lift is to the right side of the wall (which almost backs onto the rear of my flat) and opposite the lift to the left is a wall which was subsequently boxed in to house the new piping for the improvement works. That pipework had lagging around it. I attach as Exhibit ED/3 a photograph of that boxing-in which I subsequently published on the Grenfell Action group blog. I also attach as Exhibit ED/4 a photograph of what that looked like after the fire, this photo was taken when I went on a site visit to Grenfell Tower on 16 April 2018. This boxing in compromised the previous space in the communal area and also included a false ceiling which also housed piping. To the right of that wall (if you were to look at the boxed in area) is a door to the emergency stairway. These stairs lead down to the ground floor exit. To the left is a door to the rubbish chute. I believe that before the refurbishment works there used to be a dry riser opposite the entrance to Flat 133. This is marked as 'DR' on ED/1.

The night of the fire

9. On the night of the fire I was alone in my flat. I went to bed to listen to the radio. I've started listening to a radio programme on Radio London, Duncan Barks. It's every night from Sunday to Thursday. I know it finishes at 01:00am in the morning. Sometimes I fall asleep before it's over, but on the night of the fire I was still awake at the end of the programme, I feel it must have been about 01:10am (Wednesday 14th June 2017) when I heard the 'beep beep' of my neighbour Joe's smoke alarm. I have heard it go off before. I didn't stir from my bed as I assumed Joe had burnt some toast or something. I do have a smoke alarm in my hall which was installed by the

London Fire Brigade maybe four or five years ago but I didn't hear my alarm, and to the best of my knowledge it was Joe's alarm that I heard. I don't know when the fire alarms in my flat were last tested, that's not to say that they weren't, it's just that I can't remember if or when it might have happened.

10. I then heard someone, I don't know who, shouting. With that I got out of my bed, put on some pink shorts and went to have a look at what was going on outside. I went to the front door of my flat. I expected to see my neighbour stood outside his flat, but instead as I opened my door a gush of thick, swirling acrid smoke came rushing in to my flat. It wasn't a small amount of smoke either, but loads of smoke. The door was open for just two or three seconds and only about three inches wide before I instinctively slammed the door shut again. I saw that the whole hallway outside my flat was full of black and white smoke all mixed together. My initial instinct was to stay in my flat. There had been a sign by the side of the lift which gave fire safety advice which said to remain in your flat. I'm not sure if that was in the back of my mind or not. However, I didn't have time to contemplate what I should do next because my mobile phone started to ring. It was Willie Thompson. Willie told me to get out of my flat and by the power and strength of his voice, I knew not to argue with him and to just leave.
11. I immediately went to my bathroom and dampened a lime green towel with water. I went to the front door and then out of habit I picked up my keys and my mobile phone on my way out of the flat. I later realised that my oyster card and a bank card were in the pocket of the pink shorts I had put on. I don't remember seeing any smoke coming into my flat through the letterbox or around the door.
12. I opened the door of my flat, stepped outside and shut the door behind me. I also wrapped the towel around my mouth and nose, holding the towel with one hand behind my head. I both shut my door and wrapped the towel around my mouth and nose because that's what you are told to do in the event of a fire. The smoke was so thick I couldn't see beyond the end of my nose. The smoke was aggressive and bellowing against me. I couldn't feel any heat. I don't remember seeing any flames. The smoke seemed to be moving but I find it difficult to describe how. I held my other hand out in front of me trying to find the emergency exit stairs but I couldn't find them. I couldn't see anything. If there were any lights on in the hall, the smoke was completely blocking any light. I have been shown some "Fire and smoke descriptors"

provided to me by the Inquiry and I would definitely describe the smoke I encountered as image "E".

13. I was now in sheer panic. I started to use both hands to try and find the way out, I was running my hands along the wall but not finding the door. I don't recall dropping the towel away from my face but I think I may have done in my panic to find the way out. I started to inhale the smoke. I thought to myself "shit man, this isn't going to end well for me". I thought I was about to die. Just then I felt someone tapping on the right side of my leg, I looked down and that's when I realised that the smoke was much thinner on the floor. I could see a fire fighter, lying on the floor. He was lying face down across the threshold of the doorway with his legs out in the stairwell. I could now see the stairs. I ran for my life down the stairs. I think I was in the hallway outside my flat for less than fifteen seconds, probably more like five seconds. I don't think I would have survived for fifteen seconds. During the building works last year they had boxed off some pipes. I think I was feeling around that boxed off bit when the fireman touched me. I feel like that boxing-in could have killed me because I was pawing at it, trying desperately to find the fire exit when the fireman grabbed me; the boxing-in impeded my direct line of escape to the stairwell. I thought the boxing-in was the fire escape door and given how dark it was and in a panic I couldn't work out why it wasn't opening. I feel the firemen must have saved me as I was taking my last breaths. I think he was lying on the floor when he grabbed me.

14. My memory of getting down the stairs is patchy. I know I could see so it wasn't completely dark. A long time ago Francis O'Connor, who I mention further later in this statement, spent a long time arguing with the TMO that the lights in the emergency stairwell weren't working but they must have been working on 14 June 2017 because I could see. I also know that the smoke wasn't nearly as bad in the stairwell as it had been on our floor. I ran past my next door neighbour Sam on the stairs. I know I passed several fire-fighters a couple of floors down. I also remember passing my disabled neighbour whose name I now know is Maher Khoudair from Flat 64 on my way down. He uses two crutches. I should have stopped for him, but I was just so scared and was not able to stop running. I know he made it out ok because I have seen him since at the mosque. I don't even remember running down the stairs in the main reception area. That part is completely gone from my memory. All I can say is I ran for my life.

15. I have recently been informed by the police that an image which shows me at the bottom of the stairs of Grenfell Tower as I made my escape was timed at 01:37am but it feels to me as if it was earlier than that.
16. The next thing I remember is standing outside the sports centre. I looked at the building and the fire seemed to have gone more up the right hand side from my vantage point. I could see people in the windows who were still in the building. I was just wailing from inside my soul. It was just so horrible. I don't know what floor they were on or who they were. After about five or ten minutes we were progressively being moved further and further back away from the building. I was in distress. I remember a Muslim man, a stranger, offering me comfort, putting his arm around me and asking if I wanted to go to his house. I could not stop crying.
17. I intend to describe the aftermath of the fire in my statement for Phase 2 of the Inquiry. However, for the time being I would say that those affected by this fire have been treated appallingly. In the absence of support from local and national government – given their abdication of responsibility - it has been left to the local community coming together to support us.

Grenfell Action Group

18. The Grenfell Action Group ('GAG') was set up in 2010 and Francis O'Connor and I began writing the GAG blog (<https://grenfellaactiongroup.wordpress.com/about/>) in late June 2012. Through the GAG blog Francis and I tried to expose issues within our community which were not picked up by local or national news media. I would usually draft something and send it to Francis and he would add, amend, edit the document and offer his opinion. He would sprinkle his gold dust on it. Only the two of us have had access rights to add, remove or amend anything to the blog, although I haven't contributed to the blog since the fire.
19. We wrote the GAG blog to document what was happening to us as a community. We didn't write it thinking that it would make a difference or actually change anything. We wrote it so it could be a historical document as to how in the fifth richest country in the world, in a borough with around £300 million in reserves, residents could be mistreated. We were very proud when we were contacted by the British Library and told that they were planning an archive of the blog.

20. In my statement for Phase 2 of the Inquiry as well as providing more information on the aftermath of the fire I intend to detail why GAG was set up and detail the concerns that I and others raised about fire safety over many years. I will explain when and how those concerns were raised and how they were responded to (if at all), including the threats of legal action the Grenfell Action Group received. Together with others, I raised concerns about fire safety with the TMO, local MPs, the London Fire Brigade and the Royal Borough of Kensington and Chelsea (RBKC) amongst others. They were communicated through emails, in person at public meetings – including attendance at RBKC Housing and Property Scrutiny Committee meetings – and through the GAG Blog.
21. In addition to writing blogs I was involved in efforts to form a Residents Association within Grenfell Tower. This culminated in the formation first of ‘Grenfell Community Unite’ and then the ‘Grenfell Compact’. The lead representatives of the Compact were myself, David Collins, Willie Thompson, Marcio Gomes, Hanan Wahabi, Turufat Yilma and Antonio Roncolato. The reasons why it became necessary to form the Compact, the matters it raised and the way we were all treated throughout this period is relevant to Phase 2 of the Inquiry.

Fire safety issues raised before the fire

22. Overall the building of the Academy and Leisure Centre and the works done to Grenfell Tower were a nightmare. It felt very much like the works were being done “to us” not in collaboration or co-operation with residents.
23. Given recent events and the impact of the fire it is difficult for me to remember every relevant date at this stage. My paper diaries which contained dates of the meetings I have attended over the years were destroyed in the fire. As a result I have been assisted by going through my emails and blog articles with my solicitor to identify relevant documents. I am still in the midst of that process and am searching through emails dating back to 2010. However, for the time being I would like to speak very briefly about some of the safety issues we raised as they may be relevant to Phase 1 of the Inquiry.

Emergency vehicle access

24. First, Francis and I raised concerns that the regeneration of the area and the over development of the space around Grenfell Tower restricted access for the fire brigade. This is something we highlighted when we saw the plans for the new Kensington Aldridge Academy and new Leisure Centre ('KALC'). It was also picked up by Planning Aid for London who prepared a report which GAG were funded to obtain. We published that report on our blog at the following website address: <https://grenfellactiongroup.wordpress.com/gag-objections/>.

25. In their report, they said as follows at paragraph 8.3:

"There is concern that the opening of Grenfell Road to all traffic will inhibit emergency vehicle access to Grenfell Tower and Grenfell, Barandon, Testerton and Hurstway Walks."

26. In building the Academy and Leisure Centre an old swimming pool had been knocked down in the late 1970s and turned into a car park. During the Notting Hill Carnival emergency service vehicles would park there and we thought it was a space where they could park if there were a fire. The car park was then knocked down and that area was used for the Academy.

27. I have recently discovered an email sent to me by Councillor Judith Blakeman on 19 July 2013, before the Kensington Aldridge Academy works had been completed which I exhibit as ED/5 and which said in relation to a fire safety exercise at Grenfell Tower:

"Five fire engines attended for the exercise and parking these vehicles did not present any particular problems."

28. I have no documents in relation to this fire safety exercise and do not remember it. I would like all such documents relating to fire safety exercises of this nature to be obtained and disclosed by the Inquiry. As a result of the building of the Academy and Leisure Centre I believe emergency access for fire engines and other emergency vehicles was reduced. In addition, people who may have had space to park elsewhere before the KALC development now started to park around the Tower including in the area reserved for emergency services. This was something which I

informed the TMO and London Fire Brigade about many times in the past. It is also something Francis and I wrote a number of blogs about with photographic evidence. In addition, National Grid left a container in this area. It had been there for many months and was still there on the night of the fire.

29. I am now aware that there may have been problems regarding access for fire engines to Grenfell Tower on 14 June 2017 which I hope the Inquiry will fully investigate.

Power surges

30. In May 2013 the residents of Grenfell Tower suffered a series of serious electrical power surges. This involved lights dimming and becoming brighter of their own accord and also electrical appliances being destroyed and emitting smoke. Other residents first complained about these to the TMO on 11 May 2013 and I first complained on 13 May 2013. The surges went on until 29 May 2013. These surges provoked a great deal of anxiety in residents at the time and complaints were made. Claims for compensation for damaged electrical goods were refused by Zurich Insurance after investigation and the Council purported to conduct a Scrutiny Review of the issue, in which it absolved the Council and the TMO of responsibility, but was unable to establish a precise cause of the surge. The TMO eventually paid £200 to all affected residents but did not admit any liability. They also said that all necessary repair work had been completed but I am not sure whether it ever was. I can provide more detail on how these were complained about, to whom, and how those complaints were dealt with in a later witness statement but for now I would like the Inquiry to investigate whether any electrical or wiring fault was involved in the fire and its spread on 14 June 2017.

Fire safety advice including 'stay put'

31. Before the fire I raised concerns about the lack of fire safety advice and also the "stay put" advice for Grenfell Tower which was ultimately given. As far as I recall, upon moving into my flat I was not told whether to evacuate and if so where to congregate. I believe I received some fire safety advice in the TMO handbook when I moved into the Tower in 2001 but can't recall what that said. Apart from that, in the years following 2001, I do not remember seeing advice given to residents as to what to do in the event of a fire until the residents themselves raised this as an issue.

32. I wrote an e-mail to Ben Dewis at the London Fire Brigade on 14 July 2014 which I exhibit as ED/6 to say, amongst other things, as follows:

"I have lived in Grenfell Tower for fifteen years and cannot remember ever receiving any advice about fire safety or the "stay put" policy from my landlord, the TMO, during this time-frame.

Let us all hope that there is not a fire at Grenfell Tower as most residents do not have a clue what to do and we do not believe that the LFB could satisfactorily access our building as a result of building works."

33. This was one of a number of emails I sent to the Fire Brigade over the years in relation to fire safety at Grenfell Tower. Years later I remember walking to Shepherd's Bush station on 18 August 2016 and seeing the aftermath of the fire in a block of flats called Shepherd's Court. I saw that a number of flats had been subject to extensive fire damage. Partly as a result of what I saw that day and also as a result of the fire in Adair Tower and previous fire safety concerns, on 20 November 2016 Francis and I wrote a blog exhibited as ED/7 where we referred to stay-put and said as follows:

"In the last twenty years and despite the terrifying power surge incident in 2013 and recent fire at Adair Tower, the residents of Grenfell Tower have received no proper fire safety instructions from the KCTMO. Residents were informed by a temporary notice stuck in the lift and one announcement in a recent regeneration newsletter that they should remain in their flats in the event of fire. There are not and never have been any instructions posted in the Grenfell Tower noticeboard or on individual floors as to how residents should act in event of a fire. Anyone who witnessed the recent tower block fire at Shepherds Court, in nearby Shepherd's Bush, will know that the advice to remain in our properties would have led to certain fatalities and we are calling on our landlord to re-consider the advice that they have so badly circulated.

The Grenfell Action Group predict that it won't be long before the words of this blog come back to haunt the KCTMO management and we will do everything in our power to ensure that those in authority know how long and how appallingly our landlord has ignored their responsibility to ensure the health and safety of their tenants and leaseholders. They can't say that they haven't been warned!"

34. The TMO did eventually put fire safety advice signs up in Grenfell Tower. These were located in the landings on each floor next to the lifts. However, these signs reiterated the stay put advice. I understand that 'stay put' is the usual London Fire Brigade advice in a tower block. But I now know that Grenfell Tower was covered in flammable material after the refurbishment. I want to know whether anyone factored

that in before they decided on the stay put advice. I know that many people died because they followed advice to stay in their flats. They should have been told to get out.

35. Since the fire I have found a TMO Newsletter on-line dated May 2016 which says as follows about "Stay Put" and which I exhibit as ED/8:

"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."

36. While fire safety signage (however inadequate) was belatedly put up in Grenfell Tower other TMO managed buildings did not have proper fire safety signage. Francis and I published a blog about this on 14 March 2017 - just three months before the fire - where we noted the lack of fire safety advice on display in Whitstable House, Dixon House, Markland House and Frinstead House. I know this because I was delivering leaflets in connection with the Save Silchester Estate campaign in those buildings and made a point of checking. That blog is now attached as Exhibit ED/9.

Windows

37. I complained about the poor workmanship and lack of professionalism of Rydon and their contractors on many occasions. Amongst other things I complained about the new windows fitted during the refurbishment works. My own new windows were fitted some time before others in Grenfell Tower and without any warning being given to me that it would be done. I received no explanation as to why this was done and would like to know especially because I and others had been complaining (unsuccessfully) about the lack of consultation on the cladding and windows, which I describe in the final section of this statement.

38. GAG had lobbied for double glazing to be fitted to all the Lancaster West Estate properties surrounding the Academy because of the noise that would come from all the students. At first we were told that only Grenfell Tower would get the double glazing but we objected to this and lobbied for the rest of the Estate including Verity Close to have the same improvements. The TMO and Council acceded to our request for Verity Close but not for the rest of the Estate. We were told that improved noise reduction was one of the reasons why the windows were fitted. Another reason we were given by RBKC and the TMO was to improve energy efficiency. Despite these reasons being given, after the windows were installed it was just as noisy as it was before. My flat was also draughty after the windows were fitted because there were gaps around the double glazing. I could feel a draft coming in between the lintel and underneath it. They put plastic all around the windows. I felt it was a cowboy job and they looked ugly. They would fit the window outside our frame, then remove the old windows from the inside and, unsuccessfully, try to fill the gaps in between. If it was done properly I would expect them to have fitted the window into the concrete but they didn't and they fitted what looked like horrible cheap plastic. To me it looked like they had just used a mastic gun to try to seal the gap between the windows and the plastic framing. As for improved energy efficiency, I never had a problem with the temperature in my flat. I didn't use my heating much before the improvement works even in the winter. My flat was colder after the windows and cladding were installed than it was before.

39. I know that a neighbour Antonio Roncolato, on the 9th floor, who was trapped in the tower on 14 June until around 5.00 am, filmed the smoke coming in through his closed windows. Others in the tower also complained about their windows. I am aware that Mariem Elgahry who lived in Flat 196 and who sadly passed away in the fire made complaints as she had told me this. Gaps in the windows was a topic of conversation amongst many residents, it wasn't just a problem in my flat. Others also had drafts. One of the ways this problem was communicated to Rydon, RBKC and the TMO was through a matrix which detailed concerns raised by me and other Grenfell Tower residents and which was submitted by Councillor Blakeman to the TMO in May 2016. I attach that matrix which also shows the TMO/Rydon/RBKC Response of August 2016 as Exhibit ED/10. That response was:

"All reported window issues have been resolved by Rydon, with residents signing to say they are happy works are completed."

Rydon have been going back to flats relating to problems with the Nuairé fans, and installing the replacement components that Nuairé have supplied to rectify the noise issue."

40. Having searched through my emails I have also found an email from Peter Maddison of the TMO dated 6 January 2017 which I produce as Exhibit ED/11 in which he provides a further response to the concerns raised about gaps around double glazing as follows:

"Some of the new windows appear not to have been properly sealed and some windowsills are becoming loose. Will this problem be picked up and rectified as part of the forthcoming TMO survey?"

Residents should report any defective works to KCTMO and we will arrange for Rydon to make-good. The following is the text from our most recent newsletter to residents:

Rydon's guarantee

Rydon has left the site, but its work is under a defects guarantee. This means that for a one year period (until 4 July 2017), it is responsible for repairing any faults to its work free of charge. Please report any defects right away to the Customer Service Centre on 0800 137 111 and say that you are "reporting a defect on Rydon's work".

41. We were assured that there would be a residents survey undertaken to deal with ongoing complaints but that never materialised.
42. Since the fire I have read an article which says the windows were at first supposed to be birchwood, then MDF or softwood but then after the tendering process they were changed to plastic. I was not properly consulted on the nature of the windows fitted to my property.
43. I remember that the hinges on my windows and other people's windows broke. I recall Mariem Elghwary had told me that the hinges on her windows were not working properly. The windows opened two ways, from the side and inside. If they weren't opened up properly they got stuck.
44. I remember the contractors fitted a fan in the glass of my kitchen window. It was not very effective and when wind blew it made lots of noise. Some other residents had them taken out. When they took it out of my window I think they replaced it with a piece of plastic.

45. Poor workmanship and draughts around the newly installed windows is something I raised before the fire and I do not believe it was properly dealt with.

Flat front doors

46. When I moved in my front door was solid wood and seemed robust. In 2014 my front door was replaced. I think only a small number of original doors belonging to leaseholders in Grenfell Tower were retained. The TMO told us it was for fire safety reasons but they replaced them with doors that seemed to be plastic. The original wooden doors were big and thick and heavy. They felt more fire resistant than the new ones but I have no evidence to say that they were. I am aware that in 2016 the TMO were served with London Fire Brigade enforcement notices because of deficiencies with fire doors in Hazelwood House and Adair Tower. This is something we had also written about in our blog of 20 November 2016.

47. On my own door there was a problem with the 'perco' self-closing device. The perco was half way up the door on the right hand side. It was long, three inches into the wall. It looked like a chain and when you let go of the door, it was supposed to ensure the door closed on its own. However, the perco on my door just came out one day not long after the door was fitted so I was unable to close the door. I removed the perco so I could close the door and it was still off on the night of the fire. I did not have the perco for years.

48. I don't recall any draft excluder at the bottom of my front door. Sometimes when it was windy outside my front door would slam shut, otherwise it would stay open unless I closed it. For some reason the wind would have an effect on my landing; on a windy day it would feel draughty on the landing and the door would be harder to close and it would also swing open with the wind if it was open a little.

49. Sometime before the fire I had heard that another resident had a problem with his door in that it had fallen off completely at one stage; it had come away from the wall. I think this may have been Raymond Bernard (who I knew as Moses) and who lived in Flat 201 and sadly died in the fire.

50. I remember that on 14 August 2015 I found the front door to Flat 136 on my floor was left open. This became Hamid Wahbi's home but on 14 August the flat was not occupied following previous residents moving out. I tried to close it but it wouldn't

close. I called the TMO to complain but they told me to call the police. I told them it was their job to fix the door as they are the landlord. They said it could have been pulled shut but I made clear that it couldn't, that was what I was complaining about. I followed that up with a complaint. I intend to detail more about how complaints were generally dealt with in my statement for Phase 2 and to exhibit all the documents related this, but for now I wish to show the Inquiry as Exhibit ED/12 correspondence relating to the defective door complaint and the outcome of that complaint, given the significance to fire prevention. Those documents show that in response to my stage three complaint the TMO said, amongst other things, as follows:

"Mr Maddison, who had been on leave at the time, completed his investigation and replied to Mr Daffarn on 2nd September. Mr Maddison stated that Rydon acknowledged that the door was left open in error and that they apologised for the mistake. However, Rydon did maintain that the door was in working order and able to be closed by pulling it shut."

51. The above statement by Peter Maddison now suggests to me that Rydon and the TMO failed to action the fact that the front door to Flat 136 was not self-closing when it should have been. I tried to shut the door on 14 August 2015 but definitely could not do it. The fact that at some later stage Rydon asserted that it was fixed because it could be pulled shut appears to be evidence that the self-closing device still wasn't working even at that stage.
52. This issue has taken on added relevance because of the events on 14 June 2017. After the fire I visited Kensington Fire Station in Old Court Place. I had gone there to meet and thank a firefighter called Jamal who I had been told was the firefighter who pulled me out of my landing on Floor 16. I believe that this is Jamal Stern, but have not yet seen a statement from him. At the time I also spoke to another fireman, I expect it was Firefighter Hippel but I'm not sure. During the meeting I said I had assumed the smoke on my landing had come through the lift shaft, but I gained the impression during the discussion that it was because Hamid's door at 136 had been left open.
53. I have since read the statement of Richard Hippel, one of the firefighters who saved me. In that statement (at pages 6-7) he says that after Jamal had pulled me to safety, he searched the rest of floor 16 and went along the right hand wall and that the first door he encountered was left open. I assume he means he went past the boxing-in, past the rubbish chute door, and encountered Flat 136 and that this door was left open. Hippel describes closing the door to the flat he entered to stop smoke coming into the landing area.

54. I would like the Inquiry to investigate whether the door to Flat 136 was ever fixed after I had complained about it and whether the smoke that almost killed me entered the lobby area outside my flat as a result of that door failing to self-close.

Exposed pipes and gas works

55. There was a rumour in the Tower that Rydon had damaged a gas pipe and fixed it with gaffer tape causing gas to cut out to a number of flats. Then flats in a certain part of the building all had their gas cut off. I am not sure if this was ever properly resolved or what truth there was in that rumour.

56. There were concerns being raised by the Grenfell Tower Leaseholders Association relating to exposed gas pipes that were installed in the emergency stairwell and communal areas. At the time of the fire much of this piping was still exposed. I wrote to the fire brigade about it on 20 March 2017 and Exhibit that as ED/13.

57. I believe the exposed gas pipes in the emergency stairwell had been boxed in after complaints from residents. However, I don't recall them covering the sections of the pipes as they entered the communal landings on each floor of Grenfell Tower.

Boxing-in pipes

58. During the refurbishment works Rydon installed exposed water pipes in the communal landing areas. Instead of those pipes being laid into the existing walls they were then boxed-in inside large cupboards. I had two concerns with this, first that the boxing-in impeded my access to the emergency stairwell as I have described earlier in this statement. Secondly, that the material used to box the pipes in may have been flammable. The communal areas outside our flats were, previous to the refurbishment, relatively void of anything which would accelerate a fire. Whilst I do not have any evidence of the difference in materials used, I would like the Inquiry to investigate whether the additional material used to box in all the pipes may have created fuel for the fire. This may also have been true of the false ceilings which were installed to hide the pipes.

Lifts

59. The lifts were a running sore for people living in Grenfell Tower. I remember them being replaced; and I have now been reminded from the Inquiry disclosure that this happened in 2005. They constantly broke down (both before and after they were replaced).

60. I remember residents complaining about the Rydon workmen using the lifts even when they weren't allowed to. In the end there was an agreement that they could use one of the lifts but not during peak hours, for example during the morning school run. After many complaints, workmen had to wear numbers on their backs so we could report them for using the lift when they shouldn't have. In my experience both lifts were much worse after the builders left.

61. This was another issue raised in the May 2016 matrix, ED/10, and the response given there was: "The lifts are subject to monthly servicing and reactive repairs. The flooring to the lifts has been renewed." I recall this is similar to the response I received when I raised the issue with Peter Maddison in person at a Lancaster West Residents Association meeting.

62. This issue was also referred to in the email of 6 January 2017 exhibited as ED/11 and I set out the question and answer as follows:

"The lifts have not been serviced since the works ended and they keep breaking down, the right hand lift especially. Do you keep a record of lift breakdowns at Grenfell Tower and, if so, may the Residents' Association and I have sight of it?"

The lifts are serviced on a monthly basis.

Attached is a report detailing the recent breakdown history.

There have been a higher than normal level of breakdowns on lift H091. The lift engineer has identified some upgrade work to the roller system that will be carried out in January 17 and it is hoped that this will improve the reliability of the lift."

63. I attach the lift service report which Maddison sent to Councillor Blakeman on 6 January 2017 as Exhibit ED/14.

64. I can't believe that they were properly serviced because they broke down so regularly. The last service I remember happening was a short time before the fire and after January 2017. I remember seeing lift engineers in one of the lifts looking at the wiring around the control panel.

Heating interface units

65. I objected to the location of the new Heating Interface Units (HIUs). The TMO or Rydon decided to install them in the hallways of the flats instead of the locations we had been shown on plans. This would have been easier and cheaper for them. They tried to sell it to us as less pipe work meant less disruption for the residents. However some of the residents were very unhappy with the new proposed location. It would have used up valuable space in our small hallways, and was also going to be very inconveniently placed where most people hung their coats and where children were likely to run into and injure themselves. Residents were also concerned about the HIUs' proximity to the electrical fuse box which was also in the hallways. David Collins was particularly concerned about this and demanded that an independent inspector came to assess the safety of the TMOs plans. About forty families put up signs outside their flats showing a hand held up and which said "No Entry to Rydon". I held out and made them put the HIU where it was originally planned to go, which was in the main living room in a cupboard. Some of the residents however were bullied by them (Rydon and the TMO) and the more vulnerable residents gave in to them and had their boilers fitted in their hallway. The way residents were treated in relation to this issue is something I would like to expand upon in my Phase 2 witness statement.

Fire exits

66. Before the development of the Academy there was a fire exit on the North side of the building which you could access via the communal staircase. It was located two floors above ground level. It led out onto what was at that stage a covered patio area and from there you could walk down a staircase to the exterior on the north side or walk around to the south side entrance.

67. By the time of the Kensington Aldridge Academy and Leisure Centre works the north side fire exit had fallen into disrepair and had been closed off. I think it even had plants coming out of the side of the fire escape. I have found an email dating back to 17 June 2013 where I had asked whether there was planning permission to remove that fire exit and whether any risk assessment had been undertaken and had received emailed replies from both RBKC and Leadbitter. I attach those emails as Exhibit ED/15.

68. I don't know whether the removal of that fire exit on the North side of the Tower had a material bearing on residents' ability to escape. I am left wondering whether it was the original intention of the architects who designed Grenfell Tower to have a minimum of two fire escapes as existed before the refurbishment.

69. Another issue with the fire escape that Francis and I had blogged about was that rubbish was allowed to accumulate and block the fire exits. I did not encounter any such obstructions when I left the building on 14 June but am raising it as an issue in case others from other floors did.

Water

70. There were occasions when we would be left without running water in our flats and on occasion there was no hot water. This seemed to occur at the weekends.

71. At one time we had very strong water pressure, especially bath taps. At some stage, I don't know if this was after the KALC development or improvement works, the water pressure dropped. At times I would struggle to fill a bath, even 3 inches of bath. The problem was with hot water pressure, not cold water pressure. It went on for a long time and I think this might have been connected to the KALC works. I would like the inquiry to investigate whether low water pressure impeded the fire-fighting operation on 14 June 2017.

Fire safety concerns which have occurred to me since 14 June 2017

72. Since the fire I have the following concerns.

Smoke extraction and alarm system

73. On the night of 14 June the only alarm that I heard was the smoke alarm that went off in my neighbour Joe's flat. I raised concerns about the fire alarm system before the fire. I queried whether it was safe that residents wouldn't hear any sound from the smoke detectors/fire alarm.

74. In the past I have heard the sound of what I took to be smoke extractors in the communal hallway (these were wall grills with vents located on the walls as marked on Exhibit ED/1 as "SV1" and "SV2"). I remember them going off once before, they

made a "whooshing" sound like an aeroplane. On the night of the fire I did not hear these extractors working and even if they were working they can't have been effective as the communal area outside my flat was absolutely full of thick smoke. During the improvement works I remember, on my landing looking into the vent marked SV1 and seeing wires which did not appear to be connected to anything. I have no idea whether those wires were for the smoke extraction system or what they should have been connected to. I cannot remember hearing the system going off after the refurbishment works had been completed.

75. My understanding is that when the smoke extractors went off it switched off the hot water for the whole estate. I think this happened because I was surprised that the first people to turn up when they went off were heating engineers instead of firemen and I raised this issue.

76. The smoke extractors are mentioned in an email exchange I have found exhibited as ED/16. In that email dated 18 April 2016 Peter Maddison of the TMO noted as follows:

"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 up any risks that may need consideration. KCTMO's Fire Risk Consultant has also carried out reviews of fire safety arrangements in the block.

In the event of a fire in a flat or in the communal areas, residents should call the Fire Brigade by calling 999. The fire strategy for Grenfell Tower is a "stay-put" policy and residents are advised to remain in their homes unless advised otherwise by the Fire Brigade."

77. I know residents believe people would have survived if the smoke extractors worked that night. The reference to stay put advice in this email also differed from the advice

given on the signs put up in the Tower in that here it was said that residents were to remain in their flats “unless advised otherwise by the Fire Brigade”.

78. Smoke extractors were another issue that was included in our matrix of resident concerns provided by Judith Blakeman to the TMO at the request of residents and Grenfell Compact members and the latest response on the issue that I have found is in the August 2016 matrix. In that matrix the TMO, Rydon and RBKC had been asked to provide the outcome of the Fire Brigade inspection of the vents. I have not yet identified whether that was provided. The response of August 2016 simply says as follows:

“The smoke vent system has ventilation levels set by Building Regulations. At the entrance lobby the vents were reset after commissioning, which means that if they are triggered by the smoke alarm – then they are not so noisy, but still effective.

The smoke detection system was mentioned in the April newsletter, as someone smoking in a lobby had triggered the alarm. In the May 2016 newsletter the ‘stay put’ policy was reiterated as requested by the Fire Brigade in case of fire.”

Sprinklers

79. I know that on 15 June 2017 Nicholas Paget-Brown, the former leader of the council, gave an interview on Newsnight where he said that residents of Grenfell Tower had chosen not to have sprinklers fitted because we wanted the works to be completed quickly. That was wrong. I was never asked if I wanted sprinklers fitted to the Tower and I don’t know any other resident who was asked that question.

80. We weren’t kids in a sweet shop being given the choice of what fire safety measures we would like. They should have installed sprinklers and I would like to know what evidence he has that residents refused sprinklers. His comment felt reminiscent of Hillsborough, said in an attempt to blame the victims of the fire for what happened.

Escape from the roof of Grenfell Tower

81. I am aware that during the fire a number of residents went upstairs and there has been a question mark as to whether they could have escaped by getting onto the roof so they could be airlifted to safety.

82. I have been up to the 23rd floor many times when delivering leaflets. There was a metal door there but you couldn't get out of it. I recall it had a keyhole but as far as I know residents didn't have the key and I don't know who did. I don't think it had a handle.

Doors to the stairwell

83. During my rounds delivering leaflets around the Tower I occasionally found that the door handles on the stairwell doors were broken. There was a glass window in those doors so where there was no handle I had to pull those doors open using the window sill. I don't know whether this had an impact on fire fighters accessing the landings of certain floors.

Access to information

84. The lack of information provided to me and other residents before the fire is a significant issue for me. Before the fire Francis and I spent a considerable amount of time trying to obtain information about the safety of Grenfell Tower - and information more generally about the refurbishment works - from the TMO and RBKC. We did this by, for example, requesting and attending meetings with the TMO and RBKC councillors and through requests which were sometimes made under the Freedom of Information Act 2000. On some occasions we were successful in obtaining information but on numerous occasions we were denied access to documents.

85. With regard to Fire Risk Assessments the only one I remember receiving from the TMO was dated November 2012 following my request of 14 January 2013. I was not aware of how frequently these reports were prepared and was not provided with any such reports prepared between November 2012 and the date of the fire. I am now aware that other such reports were prepared but they were never voluntarily disclosed to me or to other residents. I now understand that there is no legal obligation on the TMO to provide these reports to residents which seems bizarre given that they are supposed to detail the safety of our homes.

86. The nature of the cladding installed on Grenfell Tower is a significant focus of the Inquiry and so I have searched for references to cladding in my emails. Having done so, and from memory, whilst I made some requests for information about the cladding I was not provided with details as to what type of material was ultimately

used and I do not recall any proper consultation with residents about the cladding which was placed on the building. Of all the concerns I raised about fire safety I was not aware that the cladding materials posed a risk. I was not told about the cost of the cladding and how that had been reduced over time. I was never told that zinc cladding was ultimately replaced with combustible aluminium composite panels with polyethelene inside.

87. With reference to my emails, the earliest request I made for information about the cladding that I have found so far dates back to a meeting with Councillors from the Norland Ward on 28 September 2012. At that meeting it appears that myself and another resident, Tanya, asked that the plans in terms of cladding, refurbishment, remedial works and boilers could be better explained. I exhibit as ED/17 the e-mail from Councillor Mills to other councillors describing our meeting.
88. I recall attending a meeting with Paul Dunkerton, the TMO's "Project Manager, Assets & Regeneration Department". I remember being assured that residents would have input into the choice of cladding and also the types of windows to be fitted to our flats. I believe this meeting was some time in 2013.
89. Paul Dunkerton then left the TMO and on 22 September 2014 I emailed Claire Williams, the person who replaced him. That email is exhibited as ED/18 and I asked as follows:

"While most residents in Grenfell Tower (myself included) welcome the Improvement Works we also believe that we should be consulted with properly before we simply surrender our homes to the TMO's building contractor.

We were originally promised by Paul [Dunkerton], the previous TMO Lead on the Grenfell Tower Improvement Works, that residents would be consulted with and given the opportunity to view and comment on a variety of different windows and cladding options. We were informed at the time that the TMO would be open to engaging with residents and taking on board their feedback. To date (and nearly a year and a half later) these promises have been broken as no residents have been provided with an example of the proposed windows or been given a formal opportunity to submit comments on the type and colour scheme of the cladding that will be used.

Now we hear that residents will, in fact, be given no choice or opportunity to comment on the windows or cladding that we are to receive as they have already been chosen by the RBKC Planning Dept. Residents in Grenfell Tower that I have spoken with believe that we should have been consulted with before the windows and cladding were chosen and it should be residents that have a say in the type of window and cladding that we receive and not the sole decision of a Town Hall Planning Dept?"

90. In that e-mail I also asked for disclosure under the FOIA of all correspondence between the TMO and Lancaster West Residents Association on the subject of the Grenfell Tower refurbishment works which could evidence any purported consultation with residents on the cladding and windows.

91. In response to that email I received a letter from Claire Williams dated 29 September 2014 which I attach as exhibit ED/19. The letter said that residents had been consulted on the cladding and window designs at various public meetings and drop-in sessions and that:

"We continue to engage with residents on the proposed cladding colour and the window design (as the mock-up externally, and newsletter of August 2014). I note that the cladding drawings and colours were shown at the recent Macmillan coffee morning last Friday."

92. I would ask that the Inquiry obtain any documents associated with these meetings as I believe any purported consultation about the cladding was deficient.

93. I then received an email from Fola Kafidiya at the TMO on 13 October 2014 responding to my request under the FOIA 2000 for all correspondence between TMO and the LWRA on the subject of the Grenfell Tower improvement works. I exhibit her email and attachments as ED/20. She simply provided newsletters dated 9 August 2012 and 26 July 2013. The 9 August 2012 newsletter contained reference to the cladding and simply said there had been no concerns about the cladding from residents and:

"External Cladding proposal favourable to residents seemed to be for profiled Zinc. Although we seem to have some feedback on the type of cladding it is still undecided on your preferred colour for the cladding".

94. I would like the Inquiry to obtain documents and associated correspondence relating to any purported consultation with residents on the cladding. As far as I can see, we were only ever informed about the zinc product. The fact that the product was changed; and the reasons for the change, were withheld from us.

95. Turning to my efforts to obtain information about fire safety matters under the Freedom of Information Act, I received an Information Commissioner's Office determination FS50464069 on 30 October 2012 when requesting information about something unrelated to the refurbishment works from the TMO. The ICO said that the TMO was not subject to FOIA because it is an 'Arms-Length Management Organisation' ('ALMO') which is neither a "public authority" nor a "publicly owned company" wholly owned by RBKC. I attach that determination as Exhibit ED/21.

96. Despite this refusal I continued to make FOIA requests. Documents were provided in response to some requests as if the TMO were bound by the FOIA. In response to other requests documents weren't provided. The TMO could be selective about the documents they chose to provide and if they refused I realised that the ICO would be unlikely to assist given their 30 October 2012 decision. An example of the inconsistent approach relates to minutes of planning meetings concerning the refurbishment works.

97. In April 2013, given delays in the refurbishment works, I made a FOIA request to Paul Dunkerton where I asked:

"Please can you supply the Grenfell Action Group with a copy of minutes from any TMO/Council Working Group Meetings related to the works at Grenfell Tower since the original Planning Application was withdrawn in August 2012?"

"Please also provide us with minutes of any other meetings held between the TMO/Council and Leadbitters that might provide information as to why the Grenfell Tower project has fallen so far behind schedule."

98. In response to that request I was e-mailed minutes of meetings between the TMO, RBKC, Studio E architects and Appleyard. At that stage, I did not know who Appleyard were. I also did not know who Artelier were. I did not know that Appleyard was connected to Artelier; or what role this company would have in the project. I exhibit the e-mail and attached minutes as ED/22.

99. However, when I made a very similar request for information on 30 October 2014 about meetings with contractors in relation to the refurbishment works my request was refused. My request was as follows:

"Please could you provide me with the TMO's minutes from the "end of month" meetings that are held to discuss the building works at Grenfell Tower and that may include input from the TMO, Rydons and Studio E.

Please can you provide evidence that the issue of asbestos in Grenfell Tower is being dealt with by the contractor Rydons and provide evidence that the TMO have informed the building contractor of the presence of asbestos in our properties?"

Please could you also provide me with the minutes of any meetings between the TMO and RBKC Council that discuss the building works at Grenfell Tower? I would expect to be provided with minutes from any Scrutiny Meetings and also any correspondence between the RBKC Planning Dept and the TMO?"

100. I exhibit my request and the response I received from Fola Kafidiya, head of Governance and Company Secretary at the KCTMO dated 5 December 2014 as ED/23. The response was as follows:

"Further to your request for information under the Freedom of Information Act 2000, in which a request was outstanding, please note that we will not be releasing the minutes of the meetings held by the TMO from the "end of month" meetings between TMO, Rydons and Studio E.

We are not releasing this information because it is exempt from the Freedom of Information Act 2000 as it is not information held on behalf of a public authority or by the TMO on behalf of a public authority. The Freedom of Information Act 2000 relates to information held on behalf of public authorities.

Furthermore, although Rydons is providing a service in the public interest, the TMO's commercial communications with its contractors are sensitive and the disclosure of such commercial communication would, or would be likely to, prejudice the commercial interests of the contractor. By virtue of section 43(2) of the Freedom of Information Act, such information are exempt from disclosure".

101. In a blog published on 13 December 2014 Francis and I wrote an open letter to Nicholas Paget Brown, Exhibit ED/24. In that letter we said as follows

"In particular we wish to highlight the fact that we believe the TMO have acted illegally by not consulting with residents with regards the latest type of windows they plan to install in our properties as part of the improvement works and we believe that the TMO and their building contractor, Rydon, are planning to replace their original choice of window with an inferior and cheaper aluminium model much to the detriment of residents long-term welfare.

We believe that residents have a right to know what is really going on with regards the proposed works to our properties and that the TMO and Rydons have a legal duty to consult and be open with us which they are patently failing to honour.

As an example, our recent attempts under Freedom of Information legislation to obtain the minutes to the "end of month" meetings between the TMO, Rydons and the architect Studio E have been refused by Fola Kafiya (Head of TMO Governance). The Grenfell Action Group believe that this refusal to share legitimate information with the residents of Grenfell Tower shows that the TMO and Rydon have something to hide from our own community and they should be ashamed of their need for secrecy".

102. Having looked at my emails I can now see that my first draft of that blog, Exhibit ED/25, ended with the following:

"The truth is that the RBKC Council Planning Dept believe that residents of Grenfell Tower should be treated with contempt and excluded from any decisions regarding our homes and our community. Only the mighty and powerful in Jonathan Bore's little cabal in Hornton St have the right to decide the type of heating, cladding and windows their minions should receive."

103. In the end reference to "cladding" was taken out of the final draft and with retrospect had I known the importance of the cladding we wouldn't have removed it.
104. I do not know what the documents I had requested show and would ask that they be disclosed by the Inquiry. I am concerned that they would (or should) have shown the various changes to the refurbishment project over time and who was driving those changes. Given what I know now, if we had been allowed access to those documents I expect I could have seen how the cost of the refurbishment project had reduced over time and that the non-combustible zinc cladding materials that were originally planned for the building (and referred to in the limited disclosure we were given) had been replaced so that combustible materials were imposed on us. If I had known that it is likely I would have written a blog about it, informed other residents and the press, raised it with the Council, Fire Brigade and my local MP. I might also have seen why Leadbitter were replaced with Rydon. I believe for very good reason, that Leadbitter may have quoted a price which allowed the works to be completed safely and that in the name of "value engineering" and in an effort to cut costs Rydon were brought in to do the job more cheaply, compromising our safety in the process. Francis and I published a blog about this on 1 September 2015, Exhibit ED/26, where we said as follows:

"Ever since the original contractor, Leadbitters, decided to decline, seemingly on cost grounds, the offer to undertake the Improvement Works, residents of Grenfell Tower have been kept completely in the dark about the consequences of this decision. We have not been consulted and, as a result, residents have no idea how the subsequent decision to appoint Rydon as the contractors, or to place the boilers in our entrance hallways, was reached."

Conclusion

105. I am not an expert in fire safety or in construction or building regulations. However it is my belief that the development of the area around Grenfell Tower (in particular the building of the Kensington Aldridge Academy and Leisure Centre) and the subsequent refurbishment works on Grenfell Tower have all contributed to the fire that occurred on 14 June 2017 and its lethal impact on residents.
106. Before the fire, as a result of my lived experience of dealing with the TMO, RBKC and Rydon, I was convinced we were at serious risk from a fire resulting in fatalities; it was the logical consequence of a non-functioning landlord which

had inadequate oversight and accountability and which did not take sufficient care of Grenfell Tower residents' health and safety.

107. It was for this reason that on 20 November 2016 Francis O'Connor and I published the blog which I exhibit as ED/7 which said, amongst other things, as follows:

"It is a truly terrifying thought but the Grenfell Action Group firmly believe that only a catastrophic event will expose the ineptitude and incompetence of our landlord, the KCTMO, and bring an end to the dangerous living conditions and neglect of health and safety legislation that they inflict upon their tenants and leaseholders. We believe that the KCTMO are an evil, unprincipled, mini-mafia who have no business to be charged with the responsibility of looking after the every day management of large scale social housing estates and that their sordid collusion with the RBKC Council is a recipe for a future major disaster.

Unfortunately, the Grenfell Action Group have reached the conclusion that only an incident that results in serious loss of life of KCTMO residents will allow the external scrutiny to occur that will shine a light on the practices that characterise the malign governance of this non-functioning organisation.

...

It is our conviction that a serious fire in a tower block or similar high density residential property is the most likely reason that those who wield power at the KCTMO will be found out and brought to justice!"

108. Despite writing that blog and identifying and raising a number of fire safety issues over the years I couldn't foresee just how catastrophic the fire on 14 June 2017 would be because I hadn't been given information about the cladding materials used in the refurbishment, and the extent to which other aspects of the works met, or breached, fire safety standards. If we had seen that they had replaced non-combustible materials with combustible materials we could have publicised it and campaigned against it. I didn't have the information I needed to know just how unsafe our homes really were. The thought that if I had been given this information I could have done something about it continues to cause me anguish.

I believe that the facts stated in this witness statement are true

Signed: E. Daykin

Dated: 15/5/18

PUBLIC INQUIRY INTO THE GRENFELL TOWER INQUIRY

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Grenfell Action Group

*Working to defend and serve the
Lancaster West community*

Grenfell Residents Resist TMO Intransigence

Posted on March 11, 2015



Grenfell Tower Emergency Residents Meeting

On Sunday 8th March the Grenfell Action Group conducted a door knocking exercise in Grenfell Tower to gather support for an emergency residents meeting. We received an overwhelmingly positive response.

Grenfell residents are completely fed up with the TMO/Rydon's policy of 'divide and rule' of the Grenfell Tower community and we are determined to unite as a group to exercise our collective power.

We are appalled at the cheap and badly designed boxing-in in the communal hallway that has already deprived residents of so much precious floor space and could have been better designed by a two year old child. We are seeking assurances from the TMO and Rydon's that they will not be committing similar acts of vandalism within our own properties.

We are not satisfied with the TMO/Rydon's intention of giving residents no choice over where the new boilers will be positioned inside their properties and favouring the cheapest and most unsightly option.

Consequently we wrote to Claire Williams, Project Manager at the TMO, on 10th March. We reproduce her wholly inadequate and unhelpful response below:

"The TMO has consulted residents on the heating proposal, in group sessions and also individually. Rydon are discussing the heating layout with each household as works progress, as there are some options for pipework layouts where furniture or practicality demands.

There is a misunderstanding on the HIU location – the proposed position was not determined by cost. The location is determined by technical regulations (it needs to be close to a drainage point); and now we have accessed more homes it is clear that the existing pipework ducts behind the bathroom and we are not easily accessible. So this is the best technical solution for plumbers working in occupied properties– ie cause less disruption to the building fabric, which will also mean we will not need to be in homes for longer than

necessary. It has been noted in every newsletter since October 2014 that works would be undertaken within the flats in the new year, so this should not be a surprise.

I note that working in residents' homes when they are fully occupied and furnished is not simple. This is why we looked to a contractor with this type of experience with Resident Liaison Officers to work with residents. The existing layout of Grenfell meant that the solution was never going to be easy – but the TMO could not afford to wait for the heating system to fail before it undertook works. Please ask any residents with queries to either talk to Rydon's RLOs or they can contact me direct.

We will be carrying on with our works programme."

WE CONSIDER MS WILLIAM'S RESPONSE TO BE EXACTLY THE KIND OF BLAND AND PREDICTABLE 'PR' WHITEWASH WITH WHICH WE ARE ALL SO FAMILIAR, AND WE FIND IT COMPLETELY LACKING IN ANY ATTEMPT TO FIND A COMPROMISE SOLUTION THAT MIGHT EMPOWER RESIDENTS IN ANY MEANINGFUL WAY.

WE WILL THEREFORE BE HOLDING AN EMERGENCY MEETING FOR GRENFELL TOWER RESIDENTS ON TUESDAY 17TH MARCH AT 6.45PM IN THE COMMUNITY ROOM AT THE FOOT OF GRENFELL TOWER (IE THE COMMUNITY ROOM IN THE CARETAKERS OFFICE).

WE STRONGLY URGE RESIDENTS OF GRENFELL TOWER TO SUPPORT THIS EFFORT TO DEMAND AND USE THE COLLECTIVE VOICE THAT WE HAVE BEEN DENIED FOR FAR TOO LONG.

MEETING 17TH MARCH AT 6.45PM

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Grenfell Action Group

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From: [REDACTED]@rbkc.gov.uk
To: [REDACTED]@hotmail.com; [REDACTED]@rbkc.gov.uk; [REDACTED]@yahoo.co.uk
CC: [REDACTED]@rbkc.gov.uk; [REDACTED]@rbkc.com; [REDACTED]@kctmo.org.uk
Subject: RE: Grenfell Tower/Scrutiny Committee.
Date: Fri, 19 Jul 2013 10:04:11 +0000

Dear Mr. Daffarn

In response to your request, here are the notes I took at the scrutiny committee meeting:

- The power surges happened in May and affected the floors from the 10th and above
- They were the result of arcing on a main cable into the building.
- The whole length of cable was replaced, not just a patch at the point of arcing
- A power surge filter has been installed to protect the building from surges elsewhere on the network
- RBKC and the TMO are "as confident as they can be" that the problem is now resolved
- The matter will however be subject to ongoing monitoring
- All affected residents have been contacted face-to-face
- There is now a complete log of all damaged equipment and property
- 40 properties have indicated some loss
- There was no smoke, it was in fact steam caused by water from a leak dropping on to something hot in the flat below
- There was a meeting for residents and 25 people attended, deemed to be a very good turnout for the Tower (for example, much larger than for the consultation meetings)
- A newsletter will be delivered door to door next week (I reiterated the need for it to be more accessible and comprehensible)
- There will be another meeting for residents, at which the contract procurement process will be communicated
- The TMO/EMB have undertaken to adopt a greater door-to-door focus on the regeneration project
- They will in future copy all documents that are sent to residents to the ward councillors
- I now have a copy of the insurance claim form, which does not say quite what was reported but does ask a rather awkwardly phrased question of the claimants as to why they blame RBKC and the TMO for their loss
- I was told that the revised design will provide an alternative means of protecting passers-by and the children's playground beside the Tower given that the planners have asked for the canopy to be removed.

I was not satisfied that RBKC and the TMO explained adequately about the delay in responding to residents' initial concerns, nor the delay in compensating them for their losses.

Subsequently I asked the EMB/TMO for a report on the fire safety exercise at Grenfell Tower that I had requested and was told that the senior officer from the North Kensington Fire Station was very pleased with the exercise, expressed his appreciation for the cooperation of the staff and the residents and confirmed that he felt it had provided a good learning event for the crews. Five fire engines attended for the exercise and parking these vehicles did not present any particular problems. The exercise may be repeated in due course and will also be extended to the Silchester high-rise blocks. I have asked for a written statement to be circulated to all residents to re-assure them that the exercise was positive.

Kind regards.

Cllr. Judith Blakeman

The Royal Borough of Kensington and Chelsea.

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RE: Fire safety Lancaster West Estate

Edward Daffarn

Reply

Mon 14/07/2014, 09:11

██████████@london-fire.gov.uk (██████████@london-fire.gov.uk)

Sent Items

Dear Ben,

Thank you for your assistance with this matter.

I have lived in Grenfell Tower for fifteen years and cannot remember ever receiving any advice about fire safety or the "stay put" policy from my landlord, the TMO, during this time-frame.

Let us all hope that there is not a fire at Grenfell Tower as most residents do not have a clue what to do and we do not believe that the LFB could satisfactorily access our building as a result of building works.

Kind regards,

Edward Daffarn

Grenfell Action Group

Grenfell Action Group

*Working to defend and serve the
Lancaster West community*

KCTMO – Playing with fire!

Posted on November 20, 2016



It is a truly terrifying thought but the Grenfell Action Group firmly believe that only a catastrophic event will expose the ineptitude and incompetence of our landlord, the KCTMO, and bring an end to the dangerous living conditions and neglect of health and safety legislation that they inflict upon their tenants and leaseholders. We believe that the KCTMO are an evil, unprincipled, mini-mafia who have no business to be charged

with the responsibility of looking after the every day management of large scale social housing estates and that their sordid collusion with the RBKC Council is a recipe for a future major disaster.

Unfortunately, the Grenfell Action Group have reached the conclusion that only an incident that results in serious loss of life of KCTMO residents will allow the external scrutiny to occur that will shine a light on the practices that characterise the malign governance of this non-functioning organisation. We believe that the KCTMO have ensured their ongoing survival by the use of proxy votes at their Annual General Meeting that see them returned with a mandate of 98% in favour of the continuation of their inept and highly dangerous management of our homes. It is no coincidence that the 98% is the same figure that is returned by the infamous Kim Jong-un of North Korea who claims mass popularity while reputedly enslaving the general population and starving the majority of his people to death.

It is our conviction that a serious fire in a tower block or similar high density residential property is the most likely reason that those who wield power at the KCTMO will be found out and brought to justice! The Grenfell Action Group believe that the KCTMO narrowly averted a major fire disaster at Grenfell Tower in 2013 when residents experienced a period of terrifying power surges that were subsequently found to have been caused by faulty wiring. We believe that our attempts to highlight the seriousness of this event were covered up by the KCTMO with the help of the RBKC Scrutiny Committee who refused to investigate the legitimate concerns of tenants and leaseholders.

We have blogged many times on the subject of fire safety at Grenfell Tower and we believe that these investigations will become part of damning evidence of the poor safety record of the KCTMO should a fire affect any other of their properties and cause the loss of life that we are predicting:

<https://grenfellactiongroup.wordpress.com/2013/01/28/fire-safety-scandal-at-lancaster-west/>

<https://grenfellactiongroup.wordpress.com/2013/01/30/more-on-fire-safety/>

<https://grenfellaactiongroup.wordpress.com/2013/02/21/another-fire-safety-scandal/>

<https://grenfellaactiongroup.wordpress.com/2016/01/24/grenfell-tower-still-a-fire-risk/>

In October 2015 a fire ripped through another KCTMO property, the 14 storey Adair Tower in North Kensington, causing mass panic and resulting in a number of residents taken to hospital suffering from smoke inhalation. It is reported that had it not been for the swift actions of the London Fire Brigade the consequences of this fire and potential loss of life could have been much worse.

<http://www.telegraph.co.uk/news/uknews/law-and-order/11967592/50-rescued-from-burning-flats-in-Kensington.html>

In the aftermath of the Adair Tower fire the London Fire Brigade found that the KCTMO had not been looking after the safety of residents properly and issued an Enforcement Order compelling them to improve the fire safety in the escape staircases and to provide self closing devices to all the tower block’s front doors. A further audit by the London Fire Brigade of the neighbouring Hazelwood Tower (located alongside Adair Tower) found similar breaches of health and safety legislation and an Enforcement Order was also issued for this property forcing the TMO to address the serious concerns of the Fire Brigade’s inspectors. What is shocking is that a decade ago a fatality occurred due to a fire at Hazelwood Tower and the Fire Investigation Team ordered that the grills on the fire escape staircase be covered over. This never happened and it is believed that the uncovered grills at Adair House (Hazelwood Tower’s twin block) acted like a chimney and were responsible for the accelerated spread of the fire and smoke damage.

In the last twenty years and despite the terrifying power surge incident in 2013 and recent fire at Adair Tower, the residents of Grenfell Tower have received no proper fire safety instructions from the KCTMO. Residents were informed by a temporary notice stuck in the lift and one announcement in a recent regeneration newsletter that they should remain in their flats in the event of fire. There are not and never have been any instructions posted in the Grenfell Tower noticeboard or on individual floor as to how residents should act in event of a fire. Anyone who witnessed the recent tower block fire at Shepherds Court, in nearby Shepherd’s Bush, will know that the advice to remain in our properties would have led to certain fatalities and we are calling on our landlord to re-consider the advice that they have so badly circulated.

The Grenfell Action Group predict that it won’t be long before the words of this blog come back to haunt the KCTMO management and we will do everything in our power to ensure that those in authority know how long and how appallingly our landlord has ignored their responsibility to ensure the health and safety of their tenants and leaseholders. They can’t say that they haven’t been warned!

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Grenfell Action Group

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Grenfell Tower Regeneration Newsletter

May 2016



A recent photo

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 [REDACTED]



- **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.lwccn@yahoo.co.uk

A Project of LWCCN
www.nottinghillw11.co.uk
Charity Reg: No 1078316
Facebook: Lancaster West Children's Community Network

- **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 [REDACTED]
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

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

@kctmo.org.uk

Nicola Bartholomew
Neighbourhood
Management
Team Leader

@kctmo.org.uk

Peter Maddison
Director of
Assets & Regeneration

@kctmo.org.uk

Emergency numbers



Robert Black, TMO Chief Executive (centre), with the Leader of the Council, Nick Paget-Brown and the Deputy Leader, Rock Feilding-Mellen, on the councillors' recent visit

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.

Grenfell Action Group

Working to defend and serve the
Lancaster West community

KCTMO – Feeling the Heat!

Posted on March 14, 2017



The Grenfell Action Group are acutely aware that we are resented and despised by the un-holy trinity that controls North Kensington, ie the Council and their quislings at the KCTMO and the Westway Trust. What these bodies cannot deny, however, is that they not only read our blog but are often forced to act as a consequence of the issues that we raise.

The most recent example of the Grenfell Action Group's influence can be evidenced by the fact that the KCTMO have finally responded to our long standing concerns about the lack of fire safety advice provided to their tenants and leaseholders. The Grenfell Action Group has a long history of raising concerns about the almost criminally lax manner in which the KCTMO treats fire safety issues and we are on record as stating that it is our belief that a serious and catastrophic incident will be the undoing of this mini mafia who pose as a bona fide organisation responsible for the smooth running of the RBKC'S social housing.

In a recent blog concerning the aforementioned issues, published on 20th November 2016, the Grenfell Action Group pointed out that:

"In the last twenty years and despite the terrifying power surge incident in 2013 and recent fire at Adair Tower, the residents of Grenfell Tower have received no proper fire safety instructions from the KCTMO. Residents were informed by a temporary notice stuck in the lift and one announcement in a recent regeneration newsletter that they should remain in their flats in the event of fire. There are not and never have been any instructions posted on the Grenfell Tower noticeboard or on individual floors as to how residents should act in the event of a fire".

<https://grenfellaactiongroup.wordpress.com/2016/11/20/kctmo-playing-with-fire/>

Following the Grenfell Action Group's persistence in raising these concerns the KCTMO at last responded by installing fire safety instruction notices in the entrance hallway to Grenfell Tower and outside the lifts on every floor of the building (see photo above). It was past time that the health and safety concerns of residents were

taken seriously by the KCTMO and it is a sad fact that our landlord only seems capable of acting in a responsible manner as a result of continual badgering from our blog.

A subsequent inspection of some of the other local tower blocks under the management of the KCTMO, namely, Whitstable House, Dixon House, Markland House and Frinstead House revealed that there were still no fire safety instructions on display in any of the above mentioned tower blocks and the Grenfell Action Group do not believe that our landlord had notified individual residents of what actions they should take in the event of fire. If the situation in these other tower blocks remains as it was at the time of our inspection a few weeks ago, then this would strongly suggest that the TMO has no real commitment to addressing the fire safety needs of TMO residents throughout the borough, and that their recent remedial action at Grenfell Tower was merely a disingenuous local kneejerk reaction to pressure from us and an attempt to placate Grenfell residents.

There is no excuse for failure to post fire safety instructions in all multi-use blocks. The phrase “an accident waiting to happen” springs readily to mind.

Over the six years that the Grenfell Action Group has been in existence we are proud to be able to claim that we have made a material difference to the community that we serve. We believe that we are a running sore on the face of the amateur politicians who inhabit the corridors of power at the Town Hall in Hornton Street and that the direct and challenging approach of the Grenfell Action Group has put to shame the “scraps from the rich man’s table” type of politics pursued for many years by the RBKC.

We believe that we can quantify the impact of our campaigning (either alone or in partnership with other local stakeholders) by our contributions to the following outcomes:

- Securing a grant of £10,000 from RBKC and producing a coherent and robust opposition to the loss of our residential amenity by working with local residents and Planning Aid for London
- Securing a £10 million investment from RBKC for the Grenfell Tower Improvement Works.
- Securing new double glazed windows for residents in Verity Close.
- Successfully lobbying RBKC to temporarily re-open local “rights of way” after they were illegally closed by the Council.
- Instigating an investigation by the Independent Local Government Ombudsman into RBKC’s conduct regarding the long term closure of Station Walk.
- Securing the provision of 6 construction apprenticeships by the Academy/Sport’s Centre building contractor.
- Lobbying the Westway Trust and RBKC to take action to address poor air quality at the KALC replacement sports pitches at the Westway Sports Centre.
- Securing an assurance from the Aldridge Foundation that they would pay the London Living Wage to all employees at the Kensington Academy and promote local employment opportunities.
- Organising the “Mock the Opera” and “Public not Private” demonstrations in 2015 and 2016 respectively.
- Exposing the RBKC’s private business deal with the Notting Hill Prep School that has seen our much loved North Kensington library pass from public use to private.
- Influencing positive changes to the RBKC “Decant Policy” and obtaining transparency by securing publication of the Silchester Estate “Financial Viability Assessment” through a protracted Freedom of Information application.

In our view the Grenfell Action Group has never criticised the Council, its members or its officers, inappropriately or without justification, and the uncompromising style and content of our blog is simply the result of our ongoing attempts to combat the oppression we face from this powerful and un-holy alliance of Council and TMO. The complicity of these two powerful bodies ensures that we are repeatedly marginalised by claims that we are irrelevant and do not legitimately represent the Lancaster West community.

There is little doubt, however, that these same hypocrites follow our blog closely, ever mindful of our ability to undermine their often clumsy and amateurish propaganda efforts. The Council has even attempted on occasions to silence us by threatening legal action for defamation. However, they have never followed through with these threats, having quickly realised that we invariably source our content carefully and conscientiously, and frequently from the Council’s or other public records.

For our part, we fully intend to continue our efforts to inform the North Kensington community and to represent their interests, and those of other mismanaged, threatened and besieged communities elsewhere in the borough, and will not be bought off or fobbed off, intimidated or silenced by the Council, the KCTMO or other RBKC collaborators.

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Grenfell Action Group

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FW: External Grenfell Tower Outstanding Issues Matrix

Judith Blakeman

Reply

Mon 15/08/2016, 21:30

You;

██████████@future-conversations.com;

██████████@btinternet.com;

██████████@hotmail.com;

██████████@yahoo.co.uk;

██████████@yahoo.co.uk;

██████████@millenniumhotels.com

You replied on 19/04/2018 00:09.

Outstanding Issues Matrix May 2016 (August 16).rtf

91 KB

Download

Save to OneDrive - Personal

At last – the responses to the May matrix of outstanding issues.

Judith

From: Peter Maddison [mailto:██████████@kctmo.org.uk]

Sent: 15 August 2016 16:27

To: 'Judith Blakeman'

Cc: Complaints; Claire Williams

Subject: RE: External Grenfell Tower Outstanding Issues Matrix

Dear Cllr Blakeman

I am sorry you did not receive a response. One was drafted but was not sent.

I have updated the text to bring it up to date

Yours sincerely


Peter Maddison

Director of Assets and Regeneration

t: ██████████

m: ██████████

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

 Before printing, please think about the environment

From: Judith Blakeman [mailto:██████████@btinternet.com]

Sent: 12 August 2016 16:01

To: Peter Maddison <██████████@kctmo.org.uk>

Cc: Complaints <complaints2@kctmo.org.uk>

Subject: RE: External Grenfell Tower Outstanding Issues Matrix

Dear Mr Maddison

It is now way beyond "next week". Can you let me know when I can expect a response?

Kind regards.

Cllr Judith Blakeman

From: Peter Maddison [mailto: [REDACTED]@kctmo.org.uk]

Sent: 13 July 2016 16:03

To: 'Judith Blakeman'

Cc: Complaints

Subject: RE: ExternalGrenfell Tower Outstanding Issues Matrix

Dear Cllr Blakeman

I note your request for an update on these issues and will respond to you next week.

Yours sincerely


Peter Maddison

Director of Assets and Regeneration

t: [REDACTED]

m: [REDACTED]

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

 Before printing, please think about the environment

From: Judith Blakeman [mailto: [REDACTED]@btinternet.com]

Sent: 13 July 2016 08:45

To: Complaints Team <complaints@kctmo.org.uk>

Cc: Peter Maddison < [REDACTED]@kctmo.org.uk>; Claire Williams < [REDACTED]@kctmo.org.uk>; David Collins < [REDACTED]@future-conversations.com>; Complaints_Dist2 <Complaints_Dist2@kctmo.org.uk>

Subject: ExternalGrenfell Tower Outstanding Issues Matrix

Dear Complaints

Is it possible to have updates/responses to the May 2016 outstanding issues matrix?

Many thanks.

Cllr Judith Blakeman

OUTSTANDING ISSUES MATRIX MAY 2016

No.	Outstanding Issue	TMO/Rydon/RBKC Response
1	<p>Front door: this is difficult to open. The time lag between the entrance and the internal door is too short. Older visitors and people with children or encumbered with packages cannot sprint between the two before the second door is inaccessible. This means residents have to come downstairs to let them in. The approach to the entrance remains an obstacle course. Fencing has impeded wheelchair access for six weeks and this is not acceptable.</p>	<p>There is a 16 second time lag. This means that no opportunity is given for unauthorised access within the lift lobby and to the flats.</p> <p>The time lag can be adjusted if residents want additional time. We will ask for feedback on this as part of the resident feedback survey.</p> <p>Building works around the block have now completed.</p>
2	<p>Compensation: the Compact has asked for compensation of £1,500 per household from the Council. Refurbishing the building with residents living there has saved the Council an enormous sum of money that it would otherwise have had to spend on decanting. Many residents are seriously out of pocket. Financial loss should be included as a question on the forthcoming survey to get a true picture.</p>	<p>We have confirmed that it is not proposed to pay a blanket "compensation" payment as you suggest. However, we will resolve any specific loss or compensation due under the terms of the KCTMO Compensation policy.</p>
3	<p>Fire alarm and smoke vents: these works have not been completed. Some of the vents in the hallways are very noisy, sounding like an aircraft taking off. When they are switched off, the hot water cuts out. The Fire Brigade have visited and the outcome of their inspection should be communicated to everyone. Residents needful information about the procedures in place should there be an emergency.</p>	<p>The smoke vent system has ventilation levels set by Building Regulations. At the entrance lobby the vents were reset after commissioning, which means that if they are triggered by the smoke alarm – then they are not so noisy, but still effective.</p> <p>The smoke detection system was mentioned in the April newsletter, as someone smoking in a lobby had triggered the alarm. In the May 2016 newsletter the 'stay put' policy was reiterated as requested by the Fire Brigade in case of fire.</p>
4	<p>Lifts: these keep breaking down. Both have been cleaned but neither has been serviced and this is essential. The doors do not close properly, the floors are damaged and some tiles are missing.</p>	<p>The lifts are subject to monthly servicing and reactive repairs. The flooring to the lifts has been renewed.</p>

5	HIUs to be moved from hallways: this is an issue that will not go away and must be handled sensitively and positively. Particular attention is needed where the units extend into the hallway and cause a hazard to small children.	The resident satisfaction survey will give feedback for the TMO to understand any issues.
6	CCTV: residents would like to know if this is now working and have asked for a Compact representative to visit to check that it is functioning properly. Residents have also asked for some external CCTV to monitor issues such as objects and waste being thrown from windows.	<p>The CCTV is working, and 4 new cameras have been installed in the ground floor area.</p> <p>CCTV on the elevations to identify residents throwing objects from the window has never been successful as it is a momentary action. Residents should not throw anything from the window, and any incident is dealt with by housing management reminding residents of acceptable behaviour.</p> <p>We have shared still images from the cctv cameras with a member of the compact following an incident earlier this year.</p>
7	State of the garages: the local police have expressed concern that the TMO does not know who rents which garage, nor what may be stored in them. There is no regular monitoring. Are they going to be improved, or left in their current state?	<p>The neighbourhood management team manages garages lettings. Garage door repairs and renewals are being regularly reviewed.</p> <p>We are currently considering potential improvements to the garages and will be working with the Lancaster West TA to agree works to improve the area.</p>
8	Noticeboard and suggestion box: these were removed when the walkway exit was closed and need to be reinstated in the new foyer.	<p>Rydon have replaced this noticeboard. The suggestion box was a Rydon fixture and has now been removed. Any suggestions can be delivered to the Lanc West Housing Office.</p>
9	Landscaping: the boundary with the new road between the Leisure Centre and Academy at Grenfell Road is both dangerous as a trip hazard and unsightly and needs to be improved.	<p>Concrete repairs were recently carried out by Rydon, in lieu of the previous contractor Bouygues. Resolution of a planning condition relating to the permanent work to this area is currently being negotiated with RBKC Planners.</p>

10	<p>Draughts and poor workmanship: a number of windows are not properly installed and there are lots of draughts. The shutters are making excessive noise in some flats. Many flats still have other outstanding issues within their homes. These must all be picked up in the forthcoming survey. The heating keeps being cut off. Residents would like to have a timetable setting out when all the outstanding matters will be finalised.</p>	<p>All reported window issues have been resolved by Rydon, with residents signing to say they are happy works are completed.</p> <p>Rydon have been going back to flats relating to problems with the Nuair fans, and installing the replacement components that Nuair have supplied to rectify the noise issue.</p> <p>The heating issues have been resolved and the system is working.</p>
12	<p>Parking: double yellow line illegal parking is not enforced, especially in the evenings. This could pose a danger should the emergency services need fast access. The TMO say that only the parking spaces can be enforced, not the double yellow lines. This needs to be clarified and addressed. The bays for disabled parking are being misused, but this is not enforced either.</p>	<p>The area will be relined and remarked as part of the planned resurfacing works. Once this is complete, then enforcement of illegally parked vehicles will be easier to enforce.</p>
13	<p>The state of Grenfell Road: Grenfell Road was in a poor state even at the start of the KALC project, but three years of works have made matters even worse. There are "lakes" in the potholes whenever it rains and the humps and potholes damage residents' cars. RBKC should contribute to the repair and resurfacing of Grenfell Road, since it was extensively used for the Council's projects as well as for Grenfell Tower.</p>	<p>Costs are being sought for renewing the tarmac finish of Grenfell Road.</p>
14	<p>The state of the stairwell: the stairwell is in a very poor state and it lets the building down. It should be redecorated, but at the very least, deep cleaned. Leaving it in its current condition encourages its use for anti-social behaviour.</p>	<p>The TMO are looking at the best options for this area. Costs estimates are being produced and a programme will be communicated to residents when clear.</p>
15	<p>Heating charges: the consensus is that these are very expensive. The TMO is setting the rate and residents believe that it is set far too high and should be urgently reviewed. Furthermore, when residents telephone Wilsons for information, they are charged 28p, then told to call "billing" with their "reference". Residents do not know what the reference is nor where to locate it. Wilsons say it is on the back of the meter, but there is nothing on the back of the meter. One household was charged £25 for two days' heating. Another household was charged £50 for two weeks' heating; the water kept being cut off, but the resident was still charged for hot water. Residents do not understand the new system. Does it include the discredited pre-payment card system, where cardholders pay well over the standard charges? Some households have to keep the heating on all day because of draughts from ill-fitted windows. Will they be compensated</p>	<p>The new heating system is very different from the previous arrangement, where residents generally had the heating on full, and paid a set amount.</p> <p>Rydon have done repeat visits into many properties to ensure that the system is working properly, and that residents understand the controls and are given written information on the system.</p> <p>There were 3 consultation sessions held with residents on how the system works, and the TMO</p>

for the excess expenditure?

are continuing to work with residents with teething problems on the system, so that they understand the process.

The TMO get data from the billing agency, and so any resident with any issue should contact either the local housing office with their query, or Claire Williams on 0208 964 6064, which many residents have done already.

The TMO have said they are going to review the system costs in November, when there will be 6 months data available.

Can we please have details of the residents with issues you cite above, so we can deal with their queries?

It is noted that the TMO are working with RBKC to see if we can provide more ongoing energy advice before the winter months.

Re: ExternalGrenfell Tower Update

Edward Daffarn

Reply

Mon 09/01/2017, 10:59

Judith Blakeman ([REDACTED]@btinternet.com);

William Thompson ([REDACTED]@btinternet.com)

Dear Judith,

Thank you for your work on this. I will discuss some of the issues that Peter Maddison has responded to with Willie, when we get a spare moment, and get back to you.

Willie and I are also planning on meeting, in due course, to put together some questions for the resident survey (as we have discussed previously).

Kind regards,

Edward

From: Judith Blakeman <[REDACTED]@btinternet.com>

Sent: 06 January 2017 21:38

To: 'William Thompson'; Edward Daffarn

Subject: FW: ExternalGrenfell Tower Update

For your attention.

Kind regards

Judith

From: Peter Maddison [mailto:[REDACTED]@kctmo.org.uk]

Sent: 06 January 2017 17:44

To: 'Judith Blakeman'; Complaints Team

Cc: Nicola Bartholomew; [REDACTED]@gmail.com'; Robert Black; Complaints_Dist2

Subject: RE: ExternalGrenfell Tower Update

Lift Breakdown report attached


Peter Maddison

Director of Assets and Regeneration

t: [REDACTED]

m: [REDACTED]

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

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From: Peter Maddison

Sent: 06 January 2017 17:26

To: 'Judith Blakeman' <[REDACTED]@btinternet.com>; Complaints Team

<complaints@kctmo.org.uk>

Cc: Nicola Bartholomew <[REDACTED]@kctmo.org.uk>; [REDACTED]@gmail.com; Robert Black

[REDACTED]@kctmo.org.uk>; Complaints_Dist2 <Complaints_Dist2@kctmo.org.uk>

Subject: RE: ExternalGrenfell Tower Update

Dear Cllr Blakeman

Thank you for your email dated 22nd December. I would respond to each of the points you raise as follows:

Although residents are now paying for their own individual heating and hot water usage, they are paying the same rent as before, a rental that includes heating and hot water charges. Can this please be sorted out and refunded where appropriate?

This point has been discussed with residents at Compact Meetings and communicated through our newsletters.

Heating charges on rent accounts were amended from 18 April 2016 to reflect the changes made to the heating system. Residents would have noticed a reduction in their weekly rental charges from this period which would be illustrated on their quarterly rent statement. If there are any residents who require further clarification on their individual charges, please inform them to contact the Rent Income Team on 0800 137 111.

Some of the new windows appear not to have been properly sealed and some windowsills are becoming loose. Will this problem be picked up and rectified as part of the forthcoming TMO survey?

Residents should report any defective works to KCTMO and we will arrange for Rydon to make-good. The following is the text from our most recent newsletter to residents:

Rydon's guarantee

Rydon has left the site, but its work is under a defects guarantee. This means that for a one year period (until 4 July 2017), it is responsible for repairing any faults to its work free of charge. Please report any defects right away to the Customer Service Centre on 0800 137 111 and say that you are "reporting a defect on Rydon's work"

The new boilers are on occasion providing only an intermittent service. Residents were told that the performance of the boilers would be reviewed in September or November, but this has not happened. When will it happen?

There is no intermittent fault with the new system. The system shuts down when the smoke control system operates and this has happened on one occasion. On another occasion it was necessary to turn the boilers off to enable some maintenance work to be undertaken.

Residents have not been told that the performance of the boilers would be reviewed in September or November. What we did say was that we would be reviewing the tariff that residents were paying, based on the actual energy consumption to check that residents were being charged the correct sum.

The inside front door has come off twice and has just been left on the floor.

It was necessary to remove the front door on one occasion because it had been damaged by misuse. It was refixed the same day.

Is there an ongoing problem with these doors? I am also told that the external door is not closing properly, possibly because of the wind tunnel effect. Older residents, especially those with impaired mobility, are experiencing particular problems using these doors.

The external door was damaged by inappropriate usage. It was temporarily removed and rehung. We have now ordered a new door that will have an automatic opening and closing mechanism that should address the issue that some residents have experienced with the weight of the door.

The lifts have not been serviced since the works ended and they keep breaking down, the right hand lift especially. Do you keep a record of lift breakdowns at Grenfell Tower and, if so, may the Residents' Association and I have sight of it?

The lifts are serviced on a monthly basis.

Attached is a report detailing the recent breakdown history.

There have been a higher than normal level of breakdowns on lift H091. The lift engineer has identified some upgrade work to the roller system that will be carried out in January 17 and it is hoped that this will improve the reliability of the lift.

Ms Bartholomew's welcome initiative of holding surgeries half an hour before the meetings of the Residents' Association should be advertised on each floor as many residents are not aware of this new opportunity.

I will pass this positive feedback on to Nicola

The lighting along Station Walk, particularly the uplighters, are no longer working, making the area very dark and forbidding at night.

I have reported this to our repairs contractor.

Can you please advise where the new gas pipes will be installed? Residents were told that these could not be put up externally because of the new cladding, but they are being given little information about how the pipes will be installed inside their homes and whether damage to decorations will be made good. It seems that the installation of new gas meters will also damage the works that have so recently been completed.

The new gas main is being installed within the emergency escape stairwell; this will then be run at ceiling level and boxed in within each landing where a resident requires gas.

Residents have been told that the gas problems emerged because the pipes were too old and no longer fit for purpose. As there are four gas risers serving the building, they would like some reassurance that the other three gas risers are fit for purpose and that the same problems will not arise elsewhere.

National Grid have suggested to some residents that they intend to replace all four risers. If this is the case, residents would like to know the timeframe for these works.

National Grid are responsible for ensuring the safe operation/condition of the gas supply pipework within buildings; the leak which resulted in this riser was identified during a National Grid survey of the buildings supply pipework. At this stage National Grid have not raised any concerns in relation to the other gas risers however have designed the new riser within the stairwell to be sufficient to replace the remaining risers if an issue occurs in the future.

At this stage National Grid are only proposing to provide a new connection to those homes which are currently affected by the shutdown and agree to a new connection.

Residents also wish to know whether the works inside their flats on the gas piping will disturb the asbestos known to be present in some ceilings – and indeed whether it is feasible to have the gas pipes inside their homes now that the HIUs have been fitted.

National Grid have developed a design solution to run the pipework within residents' homes; unfortunately this does involve running new pipework to the meters. We will be providing necessary asbestos information to National Grid to enable them to carry out their works. We have requested that all affected residents are contacted by National Grid individually to run through the proposed works within their home prior to

The garages

Residents are experiencing a lot of noise and anti-social behaviour overnight with young people riding mopeds noisily through the garage roadway at Hurstway Walk and they would like this problem to be dealt with.

When will the open access to the garages be addressed?

The automatic gate has been intentionally damaged and disabled on a number of occasions. We are trying to identify a solution that will increase protection from vandalism while also meeting the health and safety requirements of the system.

I hope this answers your questions.

Yours sincerely


Peter Maddison

Director of Assets and Regeneration

t: [REDACTED]

m: [REDACTED]

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

 Before printing, please think about the environment

From: Judith Blakeman [mailto:[REDACTED]@btinternet.com]

Sent: 22 December 2016 11:42

To: Peter Maddison <[REDACTED]@kctmo.org.uk>; Complaints Team <complaints@kctmo.org.uk>

Cc: Nicola Bartholomew <[REDACTED]@kctmo.org.uk>; [REDACTED]@gmail.com; Robert Black

<[REDACTED]@kctmo.org.uk>; Complaints_Dist2 <Complaints_Dist2@kctmo.org.uk>

Subject: ExternalGrenfell Tower Update

Dear Mr Maddison

I have been made aware of the following issues at Grenfell Tower that need to be looked at.

- Although residents are now paying for their own individual heating and hot water usage, they are paying the same rent as before, a rental that includes heating and hot water charges. Can this please be sorted out and refunded where appropriate?
- Some of the new windows appear not to have been properly sealed and some windowsills are becoming loose. Will this problem be picked up and rectified as part of the forthcoming TMO survey?
- The new boilers are on occasion providing only an intermittent service. Residents were told that the performance of the boilers would be reviewed in September or November, but this has not happened. When will it happen?
- The inside front door has come off twice and has just been left on the floor.
- Is there an ongoing problem with these doors? I am also told that the external door is not closing properly, possibly because of the wind tunnel effect. Older residents, especially those with impaired mobility, are experiencing particular problems using these doors.
- The lifts have not been serviced since the works ended and they keep breaking down, the right hand lift especially. Do you keep a record of lift breakdowns at Grenfell Tower and, if so, may the Residents' Association and I have sight of it?

- Ms Bartholomew's welcome initiative of holding surgeries half an hour before the meetings of the Residents' Association should be advertised on each floor as many residents are not aware of this new opportunity.
- The lighting along Station Walk, particularly the uplighters, are no longer working, making the area very dark and forbidding at night.

The gas service

- Can you please advise where the new gas pipes will be installed? Residents were told that these could not be put up externally because of the new cladding, but they are being given little information about how the pipes will be installed inside their homes and whether damage to decorations will be made good. It seems that the installation of new gas meters will also damage the works that have so recently been completed.
- Residents have been told that the gas problems emerged because the pipes were too old and no longer fit for purpose. As there are four gas risers serving the building, they would like some reassurance that the other three gas risers are fit for purpose and that the same problems will not arise elsewhere.
- National Grid have suggested to some residents that they intend to replace all four risers. If this is the case, residents would like to know the timeframe for these works.
- Residents also wish to know whether the works inside their flats on the gas piping will disturb the asbestos known to be present in some ceilings – and indeed whether it is feasible to have the gas pipes inside their homes now that the HIUs have been fitted.

The garages

- Residents are experiencing a lot of noise and anti-social behaviour overnight with young people riding mopeds noisily through the garage roadway at Hurstway Walk and they would like this problem to be dealt with.
- When will the open access to the garages be addressed?

I hope this update accurately reflects what I have been told and that a full response can be provided as soon as possible after Christmas.

Many thanks.

Cllr Judith Blakeman

From: [REDACTED]@hotmail.com
To: [REDACTED]@kctmo.org.uk
CC: [REDACTED]@kctmo.org.uk; [REDACTED]@rbkc.gov.uk; [REDACTED]@kctmo.org.uk;
[REDACTED]@parliament.uk
Subject: Re: Complaint to the TMO.
Date: Mon, 17 Aug 2015 09:39:00 +0100

Dear Mr Maddison,

I am writing to you to lodge a formal complaint against the TMO concerning an incident that has occurred at Grenfell Tower on Friday night, August 14th, and has still not been resolved this Monday morning (17th Aug).

Last week my neighbours from 136 Grenfell Tower vacated their property and returned their keys to the TMO. Over the subsequent days workmen from the TMO's contractor, Rydon, have entered the vacant property to carry out your so called "improvement" works.

When I went to leave my property on Friday evening I was very surprised to find that the front entrance door to Flat 136 has been left wide open for the weekend (see photo).

I have not entered the property and, from the outside, there does not appear to be anyone inside but I could not be sure. On brief inspection the door appears to have a broken perko and will not pull to.

I was at home during the late-afternoon and early evening on Friday and did not hear anyone trying to break down my ex-neighbours front door so, I can only assume that the damage to the entrance has been done by Rydon contractors during the daytime and who could not then be bothered to secure the property properly over the weekend? Please accept my apologies if I am incorrect in this assertion?

Anyway, I then called a TMO worker called Phil on the "out of hours" emergency number to report the fact that my ex-neighbours front door was open and that the TMO needed to get someone to come and secure the front entrance to the property over the weekend.

Instead of getting the assistance that I required, your worker tried to intimate that she did not know whether Flat 136 was a TMO property or was owned by a leaseholder, therefore, she claimed she could not help in any way until after the weekend when this information could be accessed.

Phil then told me that I should go and pull the door closed if I was worried. I asked her, again, for the TMO to help secure the door but she refused and told me that if I wanted anything to happen then I would have to call the Police. I asked her to call the Police but she refused and told me it was my responsibility to call the Police as I had the details. I then reminded her that I had just given her all the details but she still refused to do anything to help resolve the situation. I am most upset at how unhelpful your "out of hours" worker at the TMO has been and her total failure to either be polite or to deal with my problem efficiently. Phil was completely unconcerned about the open door to Flat 136 Grenfell Tower and refused to do anything about it. As it stands, the front door has remained unrepaired and open over the weekend and will have acted as a potential magnet to people looking to use the vacant property for illegal or anti-social purposes. This is not acceptable and feels very threatening to residents and demonstrates very unprofessional conduct by the TMO/Rydon.

Please can you confirm that this email will be responded to as a formal complaint and answer the following questions for me:

Please can the TMO explain why your contractor went away for the weekend leaving the front door to Flat 136 wide open and unsecured?

Please can you confirm that the front door of 136 will be closed out of workmans' hours?

Please can you also explain why your staff at the the TMO were so unhelpful and rude and

refused to take any action to respond to my legitimate complaint?
I have taken the step to cc this email to my local MP and Councillor so they are aware of how
the TMO continues to abuse the residents in Grenfell Tower.

Regards,
Edward Daffarn,
134 Grenfell Tower

From: Claire Williams

Sent: 17/08/2015 10:25:17

To: 'Edward Daffarn'

CC: Catherine Dack, Cllr Blakeman ([REDACTED]@rbkc.gov.uk), Robert Black

Subject: RE: Complaint to the TMO.

Mr Daffarn

I confirm receipt of the attached complaint, and in Peter Maddison's absence I will start the investigation into your complaint.

I am aware that Rydon were working in flat 136 on Friday 14 August, and I have asked that the flat door is shut closed at the end of the working day. I am aware there were issues with the property on Friday which will be responded to more fully when I get the contractor's feedback.

A full response will be sent upon completion of the investigation.

Regards

Claire Williams

Project Manager

cid:image001.jpg@01CDF8A3.A52C8B50

t: [REDACTED]

m: [REDACTED]

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

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From: Janet Seward
Sent: 27/08/2015 12:19:27
To: [REDACTED]@hotmail.com
CC:
Subject: Complaint 212284

Dear Mr Daffam

I write further to your complaint of 17th August regarding the door of flat 136 remaining open at the end of work on Friday 14 August. You should have received a full reply to your enquiry by today but we will need more time to complete the reply.

A reply will be sent to you by Tuesday 1st September. I do apologise for the delay.

Janet Seward
Policy & Improvement Manager
[REDACTED]

3

3

From: Peter Maddison
Sent: 02 September 2015 11:05
To: 'Edward Daffarn'
Cc: (T) Complaints
Subject: RE: Complaint to the TMO.

Dear Mr Daffarn

I am writing in response to your complaint received on 17th August.

You complain that the front entrance door to the empty flat 136 Grenfell Tower was left open on Friday 17th August and remained open over the weekend.

You understood the door to be damaged and contacted the Out of Hours service to ask them to arrange to secure the door. However, the Out of Hours service did not agree to do this and suggested that you pull the door closed in the first instance.

I have investigated this matter and Rydon acknowledge that they left the door open in error and apologise for this mistake. The door was in working order and was able to be closed by pulling it shut.


I am sorry that you feel that the Out of Hours service did not provide the response you wished. This service is an emergency / make safe service. In this instance, the view was taken that the matter could be resolved by you pulling the door closed. As an initial response to this matter, I think that this was a reasonable suggestion to make and would appear to have resolved the matter.

I am sorry that the door was left open in error. However, I think that the response from the Out of Hours service would appear to be reasonable in the circumstances. I therefore do not uphold your complaint.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration

t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE

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From: Edward Daffam [mailto: [REDACTED]@hotmail.com]

Sent: 02 September 2015 16:51

To: Fola Kafidya

Cc: [REDACTED]@fsnet.co.uk; Robert Black; Janet Seward

Subject: FW: Complaint to the TMO.

Dear Ms Kafidya,

I would like to complain to you that Mr Maddison from the TMO has responded to my concerns with regards the front door of 136 Grenfell Tower being left open over the weekend of the 17th August with a complete pack of lies.

In Mr Maddison's email to me he claims that the front door was not broken and was simply left open. This is just not true and it would appear that he has not taken the time to read my explanation of what happened when I first found the door to be open.

As I explained in my original complaint to the TMO, I tried pulling the door shut and it was broken. I made this point perfectly clear when I phoned the "Out of Hours Team" and when I informed my neighbours and local Councillors.

Maybe Mr Maddison is calling me a liar?

I would like to ensure that this complaint is taken to level two and that the TMO apologise for lying to me and get their contractor, Rydon, to tell the truth and admit the door was unable to shut and, therefore, remained open all weekend?

I am also completely dissatisfied with the investigation that Mr Maddison conducted with regards the totally unacceptable response that I received from the Out of Hours Team and would like the conduct of the worker and the response of the TMO on the night of the 28th Aug to be properly investigated.

Under Freedom of Information legislation I would like to request any information held by the TMO (telephone records, emails, written notes, minutes from meetings or any other correspondence) with regards to the door at 136 Grenfell Tower and the recording of the complaint that I made on the night of 28th August?

Our resident group will be meeting this evening and I shall be sharing this information and Mr Maddison's response to my complaint with them. I am quite sure that most will be disgusted to hear about this treatment but I suspect that not one of our group will be surprised at the falsehoods I have received from Mr Maddison.

Maybe you would like to inform me what kind of organisation the TMO is that it tolerates it's senior staff telling blatant lies to their tenants and to those tenants local Government Councillors? Sadly, Mr Maddison and the TMO are slow on the uptake and need to realise that now is, in fact, the time and opportunity to work with residents and change the relationship and culture between the TMO and Grenfell Tower tenants and leaseholders.

Mr Maddison's response to my complaint regarding the door at 136 being left open over the weekend of 17th August was met with a pack of lies and inspires no confidence that the TMO has either the will or the capacity to change their bullying and oppressive culture.

This follows on from the incident that was reported to you by another resident whose word was, also, challenged when he complained about Rydon leaving unacceptable mess on the 18th Floor. It is regrettable that a genuine attempt to start a new relationship with our landlords is responded to in such a negative and uncooperative manner by those at the TMO who should know better.

Regards,

Edward Daffam

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From: Edward Daffarn [mailto: [REDACTED]@hotmail.com]
Sent: 25 September 2015 09:44
To: Complaints
Cc: Janet Seward; [REDACTED]@ [REDACTED] fsnet.co.uk; SWEENEY, John; Robert Black
Subject: RE: Insecure front door at 316 Grenfell Tower Stage 2 reply

Dear Ms Seward,

I do not accept that you have investigated my complaint satisfactorily and I would like this matter to be referred to the Local Government Ombudsman.

I am also requesting under Freedom of Information legislation that you make available to me all the evidence that you or other TMO Officers have used to reach your conclusion to my Stage 1 and 2 complaints?

Please send me copies of any emails, written correspondence, record of phone calls, minutes of meetings that relate to this current complaint against Rydon and the TMO.

In particular, I would like to have access to the email sent by Simon Lawrence of Rydons to Clare Williams of the TMO where Mr Lawrence states that the door was not broken and could simply be pulled too.

This statement is a bare faced lie and I intend to expose the way that Rydon and the TMO are covering up the fact that the door of 136 Grenfell Tower was broken and unable to be closed over the weekend of 17th August 2015.

I resent my integrity being questioned in this bullying and oppressive manner by members of your organisation and I wish for an independent body to now investigate my complaint and the TMO's conduct towards me.

Regards,
Edward Daffarn

From: complaints@kctmo.org.uk
To: [REDACTED]@hotmail.com
CC: complaintsgroup@kctmo.org.uk
Subject: Insecure front door at 316 Grenfell Tower Stage 2 reply
Date: Wed, 23 Sep 2015 08:57:30 +0000

Dear Mr Daffarn please find the reply to your email of 2nd September sent on behalf of Sacha Jevans, Director of Operations.

Dear Mr Daffarn

Insecure front door at 316 Grenfell Tower Stage 2 reply

I write with reference to your email to the Company Secretary, Fola Kafidya, of 2nd September and she and I have agreed that I should reply at Stage 2 in accordance with the Complaints Procedure. I have reviewed your concerns about the insecure front door at 316 Grenfell Tower over the weekend of 17th August as you were dissatisfied with Mr Maddison's response at Stage 1. I have investigated the matter and consider that Mr Maddison's assessment of the situation was correct and that the door of 316 was in working order and was able to be closed by pulling shut. I therefore do not uphold your complaint.

If you remain dissatisfied with this response you have 20 working days in which to tell KCTMO that you wish to proceed to Stage 3 of the complaints procedure by writing to:

KCTMO Complaints Manager
Network Hub

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Dear Mr Daffarn,

I acknowledge receipt of your email dated 25 September 2015 in connection with the above and your request to go to the Housing Ombudsman along with a request for copies of documentation in relation to your complaint under the Freedom of Information Act.

I will get back to you as soon as possible with the TMO's response to your requests

Kind regards
Catherine
Catherine Dack

t: [REDACTED]



w: www.kctmo.org.uk

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

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about:blank

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02/02/2016

30.09.15

Dear Mr Daffarn

In response to your email dated 25 September 2015 in connection with the above and the TMO's response to you at stage 2 of our complaints procedure.

With regards to your request for your complaint to be forwarded onto the Housing Ombudsman, you would normally be expected to exhaust all three stages of our procedure before your complaint could be referred. However, on considering your request the TMO have concluded that there is nothing further to review regarding your complaint and can confirm that you have exhausted our complaint procedure. You will now need to refer your complaint to the Housing Ombudsman along with a copy of this email to:

Catherine Dack
Interim Complaints Manager

t: [REDACTED]



w: www.kctmo.org.uk

a: Unit A, 292 Kensal Road, London W10 5BE

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**Complaint Stage 3 Review
Mr Edward Daffarn
134 Grenfell Tower**

Background and Summary

This stage 3 is with regard to Mr Daffarn, a tenant of Grenfell Tower where major works are taking place. The complaint came about because Mr Daffarn objected to solicitor's letters that the TMO sent in early December confirming its intention to take legal action if an appointment was not kept. The TMO and Mr Daffarn had been unable to agree access arrangements, despite a number of attempts. To put the issue in context, the tenancy conditions impose responsibilities on the TMO, as the Council's Managing Agent, and tenants.

The TMO is obliged on the landlord's behalf to keep in repair and proper working order installations provided by the Council including for space heating and water heating. In order to do this, tenants are obliged, upon reasonable notice, to allow entry to any person authorised by the Council for the purpose of inspection and carrying out works.

Mr Daffarn gave access on 15th December 2015 and the work is now complete.

The work required to Mr Daffarn's home included the installation of a Heat Interchange Unit (HIU) and new radiators and pipework to deliver heating and hot water. At the request of Mr Daffarn, we agreed to locate the HIU in the cupboard in his living room instead of the hallway, which was our preferred and recommended location. We agreed to this change on the following conditions:

- Access being granted for 5 consecutive days
- No heating or hot water supply for the duration of the works
- Kitchen units and fittings being moved
- Ducting to be installed at high level in the bathroom and toilet

Work to the homes that opted for HIU's to be installed in kitchen / living room locations were programmed at the end of the main work to install the new heating system with works commencing in October 15 and completing in December 15.

Timeline

20th July 2015:

Peter Maddison wrote to Mr Daffarn explaining the scope of the heating works and asking Mr Daffarn to contact Rydon to make an appointment

30th July 2015:

Rydon and Claire Williams (KCTMO Project Manager) visited Mr Daffarn in his home to discuss the works inside his home including the HIU installation.

22nd October 2015:

Rydon spoke to Mr Daffarn regarding the heating installation in his home. Mr Daffarn said that he was on holiday until 24th November 2015. He also said that he had a number of issues that the TMO would have to deal with before he was prepared to agree access for the works. These issues included:

- An apology from KCTMO for "being called a liar" in respect to his complaint about the flat door to 136 Grenfell Tower being left open by Rydon. **(A copy of this complaint and the response is attached. A summary of the case is on page 9 of this document and the correspondence is in Appendix 2)].**
- That the new central heating pipework should be installed under the concrete floor

Rydon's Resident Liaison Officer stated that the pipework could not be installed in this location and advised Mr Daffarn that he would have to raise these issues direct with KCTMO.

29th October 2015:

Claire Williams hand delivered a letter to Mr Daffarn's home detailing an alternative appointment of 2nd December 2015 **(Appendix 1 page 1).**

The letter asked for a signed copy of the "Approval Form for Heat Interface Unit installation in kitchen" form to be returned to Rydon. No response was received from this letter.

1st December 2015:

A letter from solicitors DMH Stallard **(Appendix 1 page 5)** was sent to Mr Daffarn explaining that access was required to complete the works to his home and stating that legal action would be taken if reasonable access was not given. This letter was sent for the following reasons:

- Mr Daffarn had not provided written agreement to the conditions for the works linked to the HIU being located in the cupboard in his living room as requested in Claire William's letter of 29th October.
- There had been delays in agreeing an appointment with Mr Daffarn
- The heating contractor was due to complete the works in mid December and there was limited time for further delay without incurring additional costs

Similar letters were also sent to other households in Grenfell Tower where access had not been agreed to complete these essential works.

Two members of the Rydon Team called at Mr Daffarn's home as a courtesy visit ahead of works commencing the following day. Mr Daffarn told Rydon that he was not aware of the appointment and was not prepared to let them in on 2nd December. He also said that he was not prepared to be "bullied into the works" and gave a number of conditions that you wanted to be met before he is prepared to give access. These conditions included:

- That the pipework will be located under the floor
- That he receives an apology for "being called a liar" in relation to his complaint about the door to flat 136 (page 9 of this document and Appendix 2) being left open over a weekend in August 15.

2nd December 2015:

Rydon did not attend Mr Daffam's property at 8am, because they had been told by Mr Daffam the previous day that he was not prepared to let them in.

At 10.56am, Mr Daffam emailed (**Appendix 1 page 6**) Claire Williams complaining that Rydon did not keep the appointment and objecting to the use of a solicitors letter which he suggested were being used to "bully and intimidate" him. A copy of this e-mail is attached and was considered at Stage 1 of the KCTMO Complaints Procedure. A summary of the issues raised is as follows:

- Mr Daffam believes that the TMO who are "inappropriately using solicitors letters to attempt to bully and intimidate me"
- Rydon's operative did not keep the appointment of 8am on 2nd December
- Mr Daffam asked for an apology and to be compensated for the time he has to take off work.

Following receipt of Mr Daffam's e-mail, Rydon attended his home at around 2pm. However, there was no reply and Rydon left a card.

2nd & 3rd December

Mr Daffam spoke to Janet Seward, Policy & Improvement Manager on the telephone about these issues on 2nd December and on 3rd December 2015, Mr Daffam emailed (**Appendix 1 page 7**) Janet Seward asking her to investigate his complaint that TMO officers are abusing their positions and sending him intimidating and totally disproportionate threats through solicitors. Mr Daffam wanted to know from Janet Seward, why he was sent the solicitor's letter, why no one showed up and why no one from the TMO called to advise him what was happening.

On 3rd December 2015 Janet Seward acknowledged Mr Daffam's email (**Appendix 1 page 8**) saying she would get back to him.

4th December

DMH Stallard wrote to Mr Daffam (**Appendix 1 page 9**) confirming an alternative appointment date of 14th December 2015.

5th December

On 5th December 2015 Mr Daffam emailed (**Appendix 1 page 10**) Robert Black, Chief Executive asking for his intervention to stop staff targeting him with solicitor's letters demanding entry into his property.

Mr Daffarn stated that he had not refused access before so there was no need for the letters in the first instance.

Mr Daffarn explained that he had already lodged a complaint about the solicitor's letter but instead of dealing with his complaint he returned home on 5th December to find another solicitor's letter. Mr Daffarn alleged that the solicitor informed him that he will have 'another forced entry to my property planned for 14th December'. This is factually inaccurate as the solicitor's letter dated 4th December which mentions the 14th December, only describes needing access for works. It is the solicitor's letter of 9th December (**Appendix 1 page 16**), written after a new appointment had been arranged for Mr Daffarn, that alludes to applying to the County Court for an injunction.

Mr Daffarn wanted to know, why officers have decided to threaten him. He wanted a meeting with Robert Black, Claire Williams, and his ward Councillor. He stated that, in the meantime, he will contact his MP and Councillors to contact Robert Black to instruct TMO staff to stop bullying and intimidating him.

7th December

On 7th December 2015, Mr Daffarn emailed (**Appendix 1 page 11**) Janet Seward to complain that he had not received a response to his stage 1 complaint and requested that his complaint be escalated to stage 2 of the complaints process.

Mr Daffarn further stated that Janet Seward was the only person that he had spoken to since receiving the first solicitor's letter on 1st December and he had not agreed with her that further solicitor's letters should be sent or a start date for Rydon to commence works on 14th December.

Mr Daffarn also requested information under the Freedom of Information Act 2006. The information requested was for emails, minutes of meetings, records of telephone conversations, and internal TMO correspondence in relation to the solicitor's letters.

On 7th December 2015 Janet Seward emailed (**Appendix 1 page 12**) Mr Daffarn following their conversation on 2nd December and his complaint. She explained that as Mr Daffarn had emailed a number of people she wanted to establish who would deal with the enquiries and confirmed Peter Maddison would reply. She also explained that stage 1 complaints are responded to within 10 working days and that his complaint would be answered by 16th December.

8th December

On 8th December 2015 Mr Daffarn emailed (**Appendix 1 page 13**) Janet Seward to advise that he had taken the matter up with his MP who agreed to contact Robert Black to put an end to the threats. He asked that Janet Seward acknowledge his Freedom of Information request.

On 8th December 2015 Mr Daffam emailed (**Appendix 1 page 14**) Robert Black requesting that he assure him that he would personally intervene to stop the harassment and intimidation at the hands of TMO officers. Mr Daffam stated that the TMO are working to prevent him from meeting with his MP on 14th December as he was served another solicitor's letter requiring him to give access on the same day.

He said that he had no confidence in how his complaint has been handled and requested that Robert investigated his complaint.

Stage 1 response

On 8th December 2015 Peter Maddison emailed (**Appendix 1 page 15**) Mr Daffam in response to his stage 1 complaint. Peter Maddison wrote that:

- i. On 29th October 2015 Claire Williams had delivered a letter with an appointment to install the heating system. The letter explained the work was to be carried out and would require 5 consecutive days from 8am on 2nd December 2015. The letter stressed the importance of keeping the appointment and that if access was not given an injunction would be served
- ii. A form had been enclosed with the letter to sign and return accepting the proposal which was not returned
- iii. Mr Maddison confirmed that Rydon did not attend at 8.00am on 2nd December as Mr Daffam had advised that he was not prepared to give access although they did call on him after Mr Daffam had sent his email on 2nd December
- iv. Mr Maddison confirmed that the scope of works had been described to Mr Daffam in detail and was consistent with works in the show flat and what had been carried out in other flats in Grenfell Tower
- v. Mr Maddison reiterated that the TMO had asked Mr Daffam to allow access for KCTMO to carry out reasonable works on the context of the TMO's landlord obligations and required him to give access in accordance with the terms of his tenancy
- vi. As the 14th clashed with a meeting that Mr Daffam had arranged with the MP, Mr Maddison arranged for the date to be changed to 15th
- vii. Mr Maddison stated that if Mr Daffam did not give access on 15th, that the TMO will apply for an injunction
- viii. Mr Maddison advised Mr Daffam to contact the resident liaison officer if he had any concerns
- ix. Mr Maddison confirmed that the TMO did not have the Freedom of Information details that he had requested
- x. Mr Daffam's stage 1 complaint was not upheld.

Thursday 10 December –

Claire Williams and Rydon visited Mr Daffam at his home to check that he was prepared for the works that were proposed to commence on 15th December 2015.

Note: all other homes in Grenfell Tower had the heating works complete by this date. Mr Daffarn was the last property to be installed.

A further letter from DMH Stallard dated 9th December (**Appendix 1 page 16**) was delivered on this date to confirm the appointment date of 15th December 2015.

Stage 2 request

On 10th December 2015 Mr Daffarn emailed (**Appendix 1 page 17**) Peter Maddison in response to his stage 1 response. Mr Daffarn believed that his complaint of harassment had not been answered, that the facts were distorted and that he felt further threatened by the concerns about forced entry. He stated that we would not waste time responding but would provide a full explanation of inaccuracies when the complaint got to the Housing Ombudsman. Mr Daffarn requested his complaint be escalated considered at stage 2. Mr Daffarn included a statement of support from Cllr Blakeman in his email.

On 14th December 2015 the Complaints Team acknowledged (**Appendix 1 page 20**) Mr Daffarn advising him that his stage 2 complaint had been accepted and that Sacha Jevans, Executive Director of Operations, would carry out a review.

Stage 2 response

On 22nd December 2015 Sacha Jevans emailed (**Appendix 1 page 21**) Mr Daffarn in response to his stage 2 complaint. Sacha Jevans considered that the handling of matters has been appropriate and the complaint had not been upheld.

Stage 3 request

7th January 2016 Mr Daffarn emailed (**Appendix 1 page 24**) Sacha Jevans concerning the response to his stage 2 complaint. Mr Daffarn rejected Sacha Jevan's findings stating that:

- i. he never denied access to the property
- ii. TMO or Rydon did not contact him in regard to the layout of the pipe works
- iii. As a result of the issues at i) and ii), he felt under no obligation to agree a start date for the works to commence.

Mr Daffarn reiterated that Rydon visited him on 1st December and advised that the works would commence on 2nd December which he had not agreed to. He stated that he would have been happy for the works to commence once the meeting with Claire Williams had taken place. He again stated his objections to the solicitor's letters and threats of an injunction. He also reiterated that on 2nd December 2015 no workmen turned up.

Mr Daffarn requested that his complaint was escalated to stage 3. He wanted the following considered by the panel:

- i. why were 3 threatening solicitor's letters sent?
- ii. why was a threat of legal action included in the stage 1 reply to Mr Daffarn

- iii. Mr Daffarn wants his complaint referred directly to the Ombudsman with out going to stage 3

On 13th January 2016 the Complaints team emailed Mr Daffarn to acknowledge his stage 3 complaint (Appendix 1 page 26) and that it will be responded to within 28 working days.

Summary of the issues raised in this complaint	TMO response:
<p>Mr Daffarn states that KCTMO used solicitors letters attempt to bully and intimidate him</p>	<p>Solicitors letters were sent to Mr Daffarn to help ensure that we could meet our landlord obligation to provide heating and hot water to Mr Daffarn's home.</p> <p>We had not been able to agree an appointment with Mr Daffarn to complete the works.</p> <p>The heating contractor was due to complete the works in mid December and there was limited time for further delay without incurring additional costs</p> <p>Similar letters were also sent to other households in Grenfell Tower where access had not been agreed to complete these essential works.</p> <p>Mr Daffarn told Rydon that he was not prepared to be "bullied into the works" and gave a number of conditions that he wanted to be met before he was prepared to give access. These conditions include:</p> <ul style="list-style-type: none"> • That the pipework will be located under the floor • That he receives an apology for "being called a liar" in relation to his complaint about the door to flat 136 being left open over a weekend in August 15. <p>These conditions were not acceptable.</p>
<p>Rydon did not keep the appointment</p>	<p>Rydon did not keep this appointment</p>

<p>made for 8am on 2nd December 2015</p>	<p>because, during a lengthy conversation on 1st December, Mr Daffarn explained that he was not prepared to give access to complete the works on that day.</p> <p>Mr Daffarn told Rydon that he was not prepared to be "bullied into the works" and gave a number of conditions that he wanted to be met before he was prepared to give access. These conditions include:</p> <ul style="list-style-type: none"> • That the pipework will be located under the floor • That he receives an apology for "being called a liar" in relation to his complaint about the door to flat 136 being left open over a weekend in August 15. <p>Rydon asked Mr Daffarn to raise these issues with KCTMO.</p>
<p>Mr Daffarn wants compensation for the time he has take off work on 2nd December.</p>	<p>Compensation has not been offered, as Mr Daffarn had informed Rydon that he was not prepared to allow access on 2nd December and this was the reason that they did not attend.</p>
<p>Mr Daffarn complains that Claire Williams did not contact him before the works commenced. He states that he informed Rydon that he would be happy for the work to go ahead on the proviso that Claire Williams visited his home to answer his concerns regarding the layout of the pipework. He states that he felt under no obligation to allow access</p>	<p>Claire met Mr Daffarn in his home on 30th July 2015 to discuss the works. Claire also wrote to Mr Daffarn on 29th October to detail the works and to give the appointment of 2nd December. In this letter Claire asked Mr Daffarn to return the form to agree the kitchen HIU location. Mr Daffarn did not reply to this letter or contact Claire with any specific questions.</p> <p>Rydon staff visited Mr Daffarn at his home to discuss the works</p>
<p>Mr Daffarn complains that Peter Maddison used the Stage 1 response to threaten legal action, rather than respond to his original complaint.</p>	<p>Peter Maddison's letter to Mr Daffarn dated 8th December explains the reasons that solicitors letters have been used and explains that further letters may be used if access to complete the works cannot be agreed.</p>
<p>That he was sent three legal letters when he claims he did not deny access to his home.</p>	<p>Legal letters were sent for the following reasons:</p> <ul style="list-style-type: none"> • Mr Daffarn had not provided

	<p>written agreement to the conditions for the works linked to the HIU being located in the cupboard in his living room</p> <ul style="list-style-type: none"> • There had been delays in agreeing an appointment with Mr Daffarn • The heating contractor was due to complete the works in early December and there was limited time for further delay without incurring additional costs <p>Similar letters were also sent to other households in Grenfell Tower where access had not been agreed to complete these essential works.</p>
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The issue regarding flat 136 (Appendix 2)

On 17th August 2015 Mr Daffarn lodged a formal complaint against the TMO regarding an incident which occurred on Friday 14th August and which Mr Daffarn considered had not been resolved. On the Friday evening, Mr Daffarn found that the front entrance door of 136 had been left open and it was not possible to shut it because of a 'broken perko' (door closer). Mr Daffarn considered that Rydon must have damaged the door and left it open. He contacted the out of hours service on Friday night to request that the front door be secured. Mr Daffarn considered that the out of hours service was unhelpful and impolite in its dealings with him. Mr Maddison, who had been on leave at the time, completed his investigation and replied to Mr Daffarn on 2nd September. Mr Maddison stated that Rydon acknowledged that the door was left open in error and that they apologised for the mistake. However, Rydon did maintain that the door was in working order and able to be closed by pulling it shut. Mr Maddison also stated that he was sorry that the out of hours service did not provide the response that Mr Daffarn wished but it was also considered by that service that the issue could be resolved by Mr Daffarn pulling the door closed himself. In view of this, Mr Maddison did not uphold the complaint but he just gave a factual account and did not make any allegations against Mr Daffarn. On 2nd September, Mr Daffarn wrote to the Company Secretary complaining that Mr Maddison had responded to his concerns with 'a complete pack of lies'. Mr Daffarn questioned that, 'Maybe Mr Maddison is calling me a liar?'. Mr Daffarn further requested under the Freedom of Information legislation that he wanted any information regarding the door at 136 Grenfell Tower and the recording of his complaint on the Friday night.

On 23rd September, a stage 2 response was sent on behalf of Sacha Jevans, Executive Director of Operations. Ms Jevans upheld, Mr Maddison's decision that the complaint was not upheld. Mr Daffarn responded on 25th September that he wanted the complaint referred to the Ombudsman. He also referred again to his Freedom of Information request. On 30th September, the TMO wrote to Mr Daffarn to state that although, he would normally be expected to exhaust the TMO complaints procedure before going to the Ombudsman, that in this instance, the TMO had nothing further to add and that he should refer the details of the complaint to the Ombudsman.

Fw: Seriously exposed newly installed gas pipe line throughout the entire staircase of Grenfell Tower poses extremely serious health and safety Risk.

Edward Daffarn

Reply

Mon 20/03/2017, 11:31

William Thompson ([REDACTED]@btinternet.com)

3 attachments (1 MB) Download all
Save all to OneDrive - Personal

From: Edward Daffarn <[REDACTED]@hotmail.com>

Sent: 20 March 2017 11:29

To: [REDACTED]@london-fire.gov.uk

Subject: Fw: Seriously exposed newly installed gas pipe line throughout the entire staircase of Grenfell Tower poses extremely serious health and safety Risk.

Dear Mr Dewis,

I am requesting that the London Fire Brigade come and inspect the new gas pipework that has been installed in Grenfell Tower.

The Vice-Chair of the Grenfell Tower Leaseholders Association has made the following concerns public and these health and safety fears are backed up by a number of tenants. We have also been informed that the National Grid will not be returning to Grenfell Tower to re-earth the power supply to newly installed meters.

Please can you keep this correspondence private and confidential between ourselves as I fear repercussions from my landlord if they discover the source of this complaint.

Kind regards,

Edward Daffarn

Grenfell Action Group

From: Grenfell Tower Leaseholder's Association <[REDACTED]@hotmail.co.uk>

Sent: 07 March 2017 18:33

To: [REDACTED]@kctmo.org.uk; [REDACTED]@rbkc.com

Cc: [REDACTED]@rbkc.gov.uk; Robert Black; [REDACTED]@parliament.uk;

[REDACTED]@rbkc.gov.uk; [REDACTED]@rbkc.gov.uk; [REDACTED]@kctmo.org.uk;

[REDACTED]@kctmo.org.uk; [REDACTED]@parliament.uk; [REDACTED]@yahoo.co.uk;

[REDACTED]@kctmo.org.uk; Judith Blakeman; Judith Blakeman; [REDACTED]@rbkc.gov.uk;

[REDACTED]@rbkc.gov.uk; ([REDACTED]@rbkc.gov.uk) [REDACTED]@rbkc.gov.uk;

scrutiny@rbkc.gov.uk; Eddie daffarn; [REDACTED]@gmail.com; Daniel Wood;

[REDACTED]@gmail.com; [REDACTED]@gmail.com; [REDACTED]@hotmail.co.uk;

[REDACTED]@gmail.com; [REDACTED]@hotmail.com; [REDACTED]@hotmail.com;

info@platinum-c.co.uk; [REDACTED]@aol.com; Miguel Manuel Ferreira Alves;
[REDACTED]@hotmail.com; Nick Burton; Shanti Patel; [REDACTED]@t[REDACTED].co.uk; [REDACTED]@aol.com;
[REDACTED]@aol.com; Samuel Anyanwu; [REDACTED]@gmail.com; [REDACTED]@yahoo.co.uk; Grenfell
Tower Leaseholder's Association; [REDACTED]@kctmo.org.uk; [REDACTED]@kctmo.org.uk;
[REDACTED]@kctmo.org.uk; Peter Bradury; Anthony Parkes; Derek Myers; [REDACTED]@outlook.com;
[REDACTED]@gmail.com; [REDACTED]@yahoo.co.uk; info@octaviahousing.org.uk;
[REDACTED]@kctmo.org.uk

Subject: Seriously exposed newly installed gas pipe line throughout the entire staircase of Grenfell Tower poses extremely serious health and safety Risk.

Dear Mr Peter Madison,

We hope this email find you very well.

We are writing to the KCTMO as our managing agent appointed by our landlord the RBKC as well as to our landlord to explain to the wider audiences and the recipients of this email in relation to the attached picture of the gas pipe line recently installed by the national grid at Grenfell Tower.

The KCTMO manages over 10,000 housing stock for the RBKC that's includes high rise building such as Grenfell Tower.

Could you please kindly provide us the proof or evidences that anywhere at RBKC or in London or in the United Kingdom that gas pipe line exposed such a manner and installed beside the staircase(only fire escape) where there is no air can escape whatsoever. And more importantly the staircase of Grenfell Tower is the main breeding ground and where the vandalism and antisocial are daily occurrences. This newly installed exposed gas pipe line is easy target of vandalism and one incident can have serious catastrophic consequence for the whole building.

Could you please kindly provide us the health and safety certificate authorised that the KCTMO or the National Grid that they obtained permission before installing the gas pipe going through the entire staircases of the Building?

The logic along dictates that, its poses serious health and safely risk for the entire building and it would be very interesting to hear the expert opinion as well.

Finally, the KCTMO has habit of shooting the messenger because they may NOT agree with the message BUT we strongly feels that its a serious health and safety concern needs clarify either from our Landlord or from their managing agent the KCTMO.

On a separate note, we are assured by our local councillors of Notting dale and we quote from the email sent to us on dated 16th February 2017

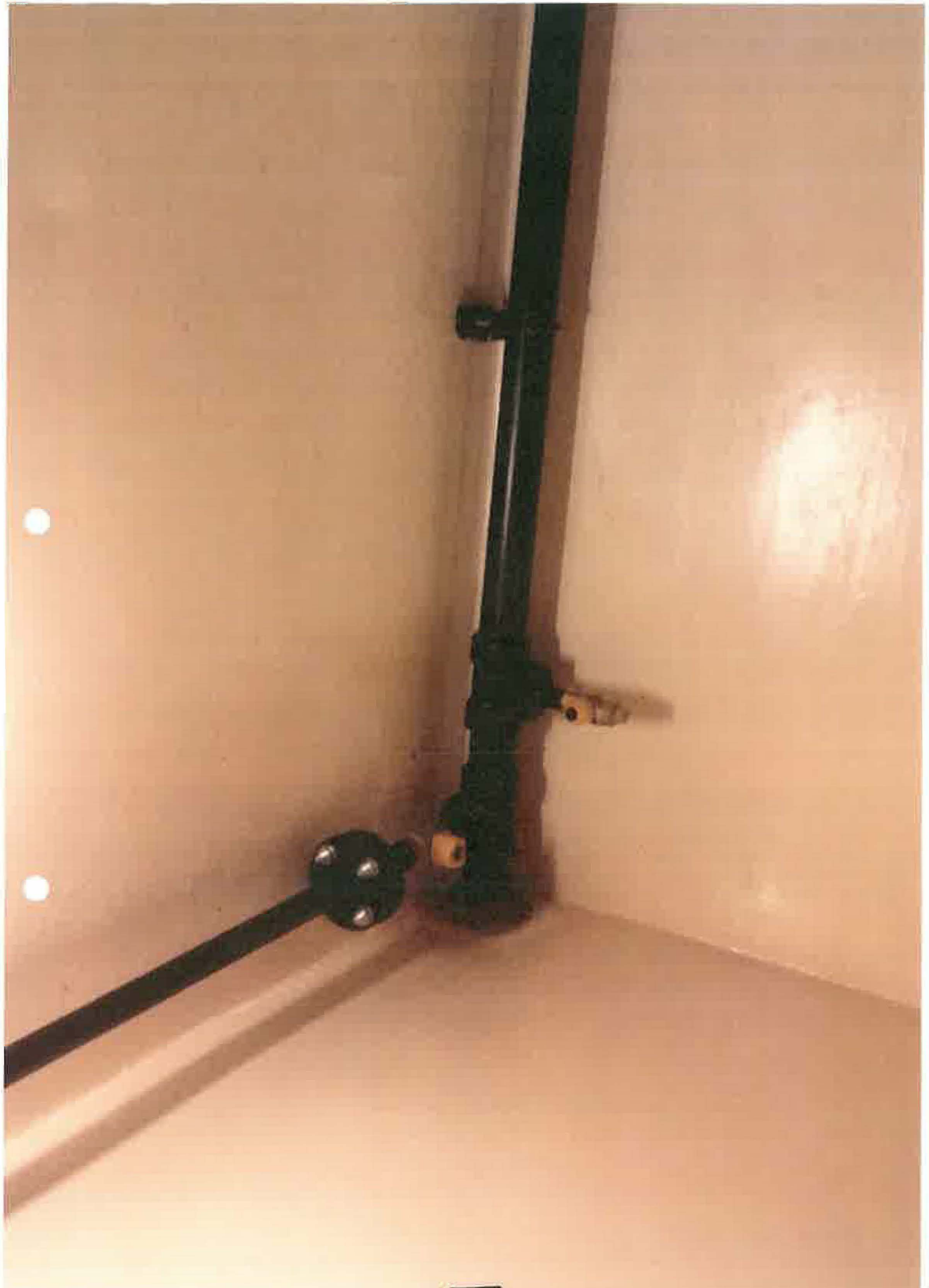
"The Notting Dale councillors are dealing with this, along with everyone else involved at the TMO".

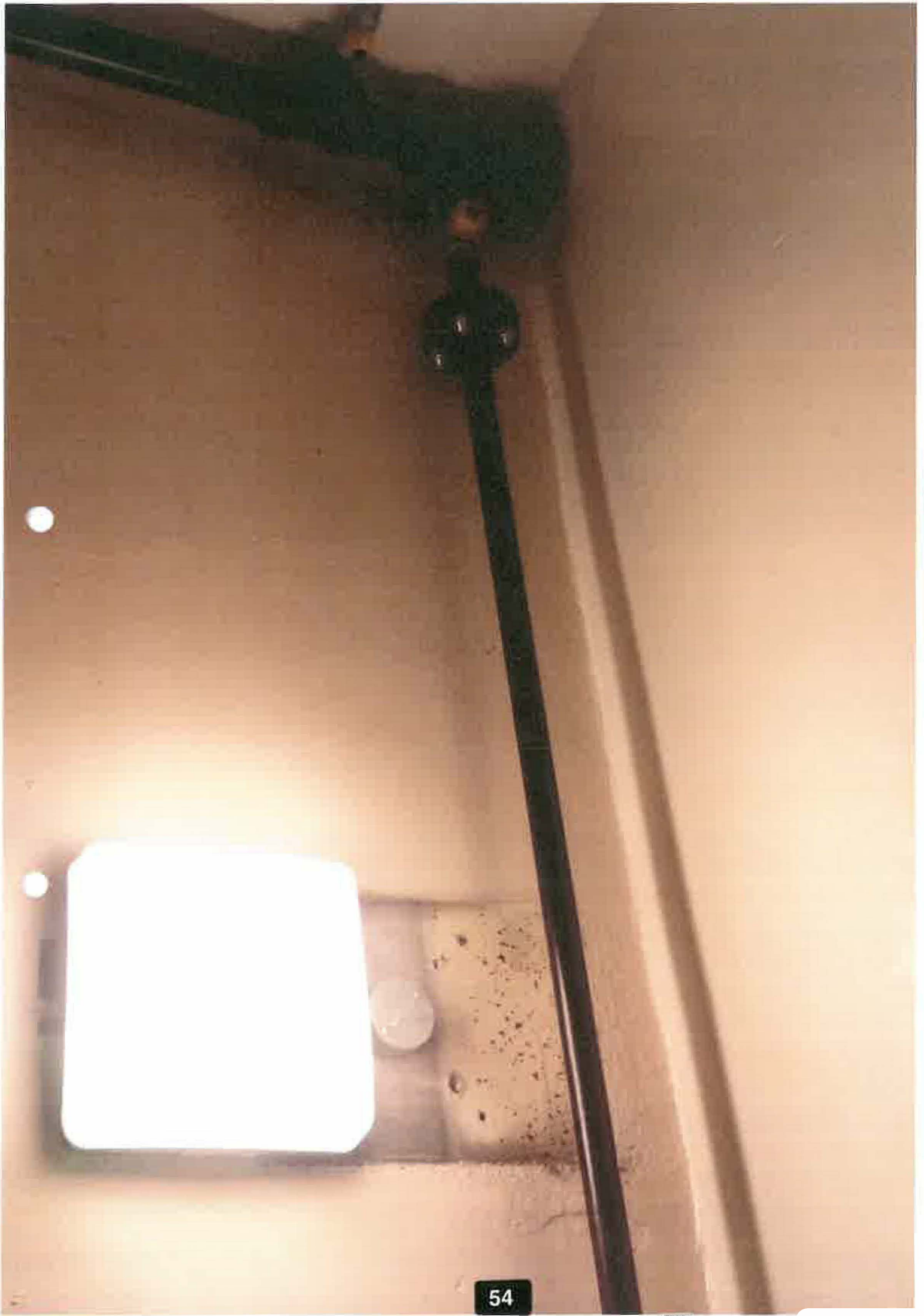
We wait to hear from urgently.

Best Wishes

Tunde Awoderu

The Vice Chair of Grenfell Tower





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SEPTEMBER CALLS

08/09/2016 PDERS	201624062	H091	GRENFELL TOWER	H091 REPLACED X3 TUBE LIGHTS 08.09.16
15/09/2016 PDERS	201624981	H091	GRENFELL TOWER	H091 ADJUSTED 17TH FLOOR DOOR LOCK 15.09.16
16/09/2016 PDERS	201625146	H090	GRENFELL TOWER	H090 WORKING ON ARRIVAL; NOONE TRAPPED 16.09.16
20/09/2016 PDERS	201625701	H091	GRENFELL TOWER	H091 REPLACED TUBES LIGHTS; 20.09.16
22/09/2016 PDERS	201626164	H091	GRENFELL TOWER	H091 17TH FLR PICK UP SMASHED ; TOOK 17TH FLR OUT 22.09.16
30/09/2016 PDERS	201627238	H090	GRENFELL TOWER	H090 WOA; POSSIBLE TENANTS HOLDING DOORS 30.09.16

OCTOBER CALLS

03/10/2016 PDERS	201627438	H091	GRENFELL TOWER	H091 DISABLED 17TH FLR NEW PICK UP ROLLERS REQ 03.10.16
06/10/2016 PDERS	201628408	H091	GRENFELL TOWER	H091 CHECKED GOING TO 17TH FLOOR FINE; 06.10.16
10/10/2016 PDERS	201628871	H090	GRENFELL TOWER	H090 PROCESSOR FAULT; RESET 10.10.16
10/10/2016 PDERS	201629159	H090	GRENFELL TOWER	H090 OBSTRUCTION IN CAR DOORS ; REMOVED 10.10.16

NOVEMBER CALLS

04/11/2016 PDERS	201633506 CL8NK7	H091	GRENFELL TOWER	H091 DOORS OUT OF SKATE; RESET 04.11.16
28/11/2016 PDERS	201637057 CM1KM7	H091	GRENFELL TOWER	H091 WORKING ON ARRIVAL; NO FAULT FOUND 28.11.16

DECEMBER CALLS

05/12/2016 PDERS	201638592 CM2KE1	H091	GRENFELL TOWER	H091 ADJUSTED PICK UP SKATE 05.12.16
14/12/2016 PDERS	201640262 CM3NS2	H091	GRENFELL TOWER	H091 1ST & 18TH FLR PICKUPS BROKEN; FLRS TAKEN OUT 14.12.16
15/12/2016 PDERS	201640468 CM3RF0	H090	GRENFELL TOWER	H090 WORKING ON ARRIVAL 15.12.16
19/12/2016 PDERS	201640674 CM3ZL0	H091	GRENFELL TOWER	H091 WORKING ON ARRIVAL 19.12.16
19/12/2016 PDERS	201640801 CM4AH7	H090	GRENFELL TOWER	H090 WORKING ON ARRIVAL 19.12.16
22/12/2016 PDERS	201641359	H091	GRENFELL TOWER	OOH 49-221216 22/12/16 @ 08.06 H091 LIFT STUCK

RE: Planning permission and Grenfell Tower fire exit.

Liz Jeffs

Reply

Tue 18/06/2013, 17:54

You;

Francis verity action group ([REDACTED]@us.com);

Tony planning aid ([REDACTED]@planningaidforlondon.org.uk)

Dear Mr Daffarn

Thank you for your email. I can confirm that your queries will be responded to at the Residents Forum meeting tomorrow.

Kind regards
Liz Jeffs

From: Edward Daffarn [mailto:[REDACTED]@hotmail.com]

Sent: 18 June 2013 08:28

To: Liz Jeffs

Cc: Francis verity action group; Tony planning aid

Subject: FW: Planning permission and Grenfell Tower fire exit.

Dear Ms Jeffs,

Following the below response I have received from Edward George from the Royal Borough of Kensington and Chelsea Planning Dept. please can you confirm that Leadbitter will not be removing the fire escape stairs to the North of Grenfell Tower until the necessary planning permission has been obtained?

According to Mr George planning permission to remove the aforementioned stairway is in the process of being applied for in, the still as yet undetermined, Grenfell Tower refurbishment application.

Please could you ensure that this matter, along with the subject of the "right of way" that runs to the North of Grenfell Tower are included on the Agenda of Wednesday's Resident Forum. Please can you also confirm that the subject of lorries being parked on pedestrian crossings and increasingly on Grenfell Road will be raised at the Residents Forum?

Regards,

Edward Daffarn

<http://grenfellactiongroup.wordpress.com/>

From: [REDACTED]@rbkc.gov.uk

To: [REDACTED]@hotmail.com

Subject: RE: Planning permission and Grenfell Tower fire exit.

Date: Mon, 17 Jun 2013 12:58:07 +0000

Dear Mr Daffarn

The fire escape to the north of Grenfell Tower is to be removed as part of the KALC approval for the improved landscape works. This was to be carried out in association with the Grenfell Tower improvements to be approved in the separate application which is still undetermined at present. The fire escape to the north of Grenfell Tower was locked and not functioning as a fire escape in any event, but it was my understanding that this was only to be removed as part of the other works which would rework the access to Grenfell Tower.

Regards

Edward George

From: Edward Daffarn [mailto: [REDACTED]@hotmail.com]
Sent: 17 June 2013 11:26
To: George, Edward: PC-Plan
Subject: Re: Planning permission and Grenfell Tower fire exit.

Dear Mr George,

The Grenfell Action Group believe that Leadbitter are undertaking construction work on the KALC project that they have not obtained Planning Permission to undertake.

We are referring to removal of a fire exit in the form of a set of concrete steps that run from the Walkway level of on the North side of Grenfell Tower down to ground level.

We have searched through the complete text of the Planning Application and at no point is any reference made for permission requested for works to be carried out on Grenfell Tower.

In fact, the Committee Report that accompanied the Planning Application explicitly states that Grenfell Tower is outside of the KALC site.

The only reference to the removal of steps from Grenfell Tower can be found in the Grenfell Tower Refurbishment Planning Application which is now set to be re-submitted.

We have the assistance of Planning Aid for London with this matter so I wondered if you would be able, as a matter of urgency, to explain how planning permission is applied to an unmentioned building outside of the original planning application?

Our previous attempts to address this serious matter have been stonewalled.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

PS Was any risk assessment taken before the decision to remove this fire exit which is a vital part of the safety design of Grenfell Tower?

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 [REDACTED]@hotmail.com)" <[REDACTED]@hotmail.com>, David Collins <[REDACTED]@future-conversations.com>
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

up any risks that may need consideration. KCTMO's Fire Risk Consultant has also carried out reviews of fire safety arrangements in the block.

In the event of a fire in a flat or in the communal areas, residents should call the Fire Brigade by calling 999. The fire strategy for Grenfell Tower is a "stay-put" policy and residents are advised to remain in their homes unless advised otherwise by the Fire Brigade.

Location of Heat Interface Units

On completion of the works, we agreed to review the demand, cost and practicality of relocating the HIU's to the kitchen location. We will be collecting feedback from residents on this matter as part of the post works resident satisfaction survey and a decision will be made when detailed information is available.

CCTV

The CCTV cameras in the lift and entrance hallway


Yours sincerely

Peter Maddison
Director of Assets and Regeneration

t: [REDACTED]

m: [REDACTED]

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

 Before printing, please think about the environment

From: jmblakeman [mailto:[REDACTED]@[REDACTED].fsnet.co.uk]

Sent: 11 April 2016 16:45

To: 'Edward Daffarn'; Kiran Singh; Complaints

Cc: 'David Collins'; Complaints_Dist2

Subject: ExternalRE: Queries from Grenfell Tower Resident Association.

Dear Mr. Singh

For the avoidance of doubt and to ensure that this enquiry is recorded, I am forwarding it also to Complaints since I was asked to submit all enquiries to them some months ago.

Kind regards.

Cllr Judith Blakeman

From: Edward Daffarn [mailto:[REDACTED]@hotmail.com]

Sent: 11 April 2016 07:39

To: [REDACTED]@kctmo.org.uk

Cc: [REDACTED]@[REDACTED].fsnet.co.uk; David Collins

Subject: Fw: Queries from Grenfell Tower Resident Association.

Dear Kiran,

The Grenfell Tower Resident Association are holding a meeting of Lead Representatives on Tuesday evening 12th April. I would like to be able to provide feedback to my fellow Lead Representatives to some of the issues that myself and Antonio raised with you at the ARB Meeting last month.

Please can you inform us what action you have taken to address the fact that the front door of the new entrance at Grenfell Tower is very difficult to open for our community elders and mothers with pushchairs and young children? Please could you kindly inform us what timescale you envisage it will take for the front entrance door at Grenfell Tower to be adjusted to obtain easier opening?

During our meeting the subject of compensation for Grenfell Tower residents was raised and we asked you to investigate how the 1,500 pounds demanded as compensation by Grenfell Tower households is being considered by the TMO.

You informed the meeting that you would pursue our request through Peter Maddison. Please can you inform us how our legitimate request for compensation is being progressed?

Please can you confirm in writing that the TMO will ensure that Rydon completely re-service and repair the damage that they have caused to the lifts in Grenfell Tower?

We would expect this to include a full service of the lift mechanism (that is currently breaking down on an almost daily basis) and to return the interior of the lifts to their previous good condition. This would include replacing lift controls that are covered in contractors paint and renewing the floors of both lifts.

On Saturday a representative from the Grenfell Tower RA visited our local Councillors to report concerns of many residents regarding the fire alarm incident that occurred on the afternoon of Sunday 3rd April. This incident involved the setting off of an internal fire alarm and resulted in the fire smoke extractors being activated throughout Grenfell Tower and the automatic shutting down of the communal heating system.

What is most concerning to residents is that it was the TMO's heating engineer that first appeared on the scene (and not the Fire Brigade!) and that there appears to be no link between the fire alarm being activated and the fire brigade at North Kensington fire station being notified.

Please can you confirm for residents that there is automatic communication with the local fire brigade when the fire alarm and smoke extractors are activated inside Grenfell Tower? If there is no automatic communication between Grenfell Tower and the local fire brigade then how are the tenants and leaseholders meant to react to discovering a fire in the common parts of Grenfell Tower and who is responsible for shutting down the smoke extractors in the event of a false alarm?

Please can you update our community as to what is happening for residents who have the Heating Interface Unit placed in their hallways and who would like them moved to a more suitable and safe position inside their properties?

The TMO stated that they would be reviewing this situation at the end of the Grenfell Tower Improvement Works and making a decision as to whether they would undertake this

remedial work? Please can you inform us what decision has been taken and how the TMO intend to communicate this decision to impacted residents?

Please can you confirm that the cctv situated in the lifts and in the entrance hallway is fully functioning and that the TMO is able to record and review footage from these cameras in the event of an emergency?

While we realise that you will not be able to answer all these questions before Tuesday evening we would much appreciate if you could respond to as many of the above queries as possible?

Thank you for your assistance with this matter.

Regards,

Edward Daffarn

On behalf of Grenfell Tower Resident Association.

FW: Re. Grenfell Tower

Eddie daffarn

Reply

Fri 28/09/2012, 12:11

Francis verity action group ([REDACTED]@[REDACTED].plus.com);

Tania GAG current [REDACTED]@gmail.com);

+9 more

Dear All,

Councillor Mills visited Lancaster West Estate yesterday.

Here is her response to Tim Coleridge and Robert Black to what she saw and heard

Best,

Eddie

> Subject: Re. Grenfell Tower

> To: [REDACTED]@kctmo.org.uk

> CC: [REDACTED]@rbkc.gov.uk; [REDACTED]@rbkc.com; [REDACTED]@rbkc.gov.uk;

[REDACTED]@hotmail.com

> From: [REDACTED]@rbkc.com

> Date: Fri, 28 Sep 2012 09:55:54 +0000

>

> Dear Tim and Robert

>

> Hoping you are both well and had a good summer.

>

> You may not know (few do) that Norland shares a boundary with our adjoining ward which 'squiggles' in a sometimes quite indecipherable line along our northern extremity.

>

> Grenfell and the proposed KALC site are just over the border which dips in and out of Norland along the same road.

>

> Earlier today, Norland Councillors had a very informative tour and chat at the invitation of Eddie and Tanya of The Grenfell Action Group and of course Robert (Grenfell's caretaker)

>

> Eddie and Tanya were keen to share their concerns/wishes with the wider community and indeed our own residents share a genuine interest in the site and area as access and overflow will affect Norland, as will N&N during the works.

>

> Robert too had a few practical matters relating to the works such as the moveover to the temporary offices and ensuring proper time was allocated for the move from the TMO.

>

> As always long-term plans for the lockups below The Tower and its access road and

critical repairs remain live. The garage doors are dangerous and the whole area needs lighting up and security, the road in places could do with a bit of tarmac, perhaps left over from the school works.

>

> Further Eddie's group and local residents would appreciate the chance to be key players in consulting on and developing plans for Lanc West and wish to engage with stakeholders.

>

> Investment in north Kensington is important to many councillors equally with regeneration and infrastructure, key to the future of the area.

>

> Influencing that process, a sense of mutual respect and engagement is an aspiration we wish to welcome and develop.

>

> We wondered if the TMO had such a specific channel as it presently works with the EMB and which we could join.

>

> We also wanted to ensure that all residents affected have a clearly defined avenue of complaints to ensure works are carried out properly.

>

> It appears that work will start shortly but many residents do not understand the impact of the works on their day to day routine nor the permanent impact of the loss of car-parking space in Silchester and in Norland.

>

> This is an issue that sits apart from the permanent loss of public carpark space that has been granted but no replacement plans it appears have been explored.

>

> A further and of paramount importance is the Retention/creation of as much green space and amenity, saving trees and more rugged parts of the landscape, in addition to the landscaped areas to be created. As always community spaces, wildish areas where dogs can be walked and wildlife encouraged to thrive, is essential.

>

> Developing such areas for residents who have no balconies and acces only to small Avondale Park in an area with 3 enormous housing estates must be a prime consideration within the new development and part of an ongoing proactive process. Wildlife habitats to deal with pollution need to be preserved in a more thoughtful process.

>

> You have only need of a passing glimpse to appreciate that the whole area from Holland Pk Avenue to Harrow Road is very locked in and concretised by roads and dense built up areas.

>

> 'Breathing' outside space is critical for all who live here and new users who will learn and play here.

>

- > We found the suggestions practical and well raised. It is also very good to have residents engaged in improvements to their living space and beyond.
- >
- > Perhaps Cllr Coleridge and officers might want to consider a site meeting which would air some of the practical issues that will arise during the building works and affect parts of Norland and Nott Barns.
- >
- > In this I refer to N&N, dust, lorry movements, a dedicated foreman for both residents and caretakers, the sort of things that apply under The Considerate Contractors scheme but which are not yet communicated.
- >
- > Eddie raised the point that A refuge /quiet place for Grenfell/other residents would be greatly appreciated for when drilling and reverberation take place. A simple room with tea and coffee facilities.
- >
- > We wondered if the community room at Henry Dickens might be made available temporarily.
- >
- > If not we can approach the catholic centre or Rugby Portobello in Norland or the Harrow Club on our borders.
- >
- > The Group is hopeful that a better dialogue with stakeholders can be developed and that the plans in terms of cladding and refurbishment, boilers and remedial works are more fully explained.
- >
- > Many people find visualising plans quite difficult (as did we) and time could be well invested in clarifying gray areas which residents don't understand. The look and materials to be used on the externals. Are the grassed mounds to be flattened? What happens next to the railway line. What is the road use. Why do so many trees need to go? What is the plan for future investment in this area, what are the traffic flows to be and when will they be heaviest along Ladbroke Grove and St ANn's.
- >
- > This could also lead to identifying oases of open space or community gardens which at no extra expense could be applied during the build-out.
- > Naturally, on a scheme so large, productive communication channels for residents are to be welcomed. We are happy as 'good neighbours' and stakeholders to be a part of a working group that can deal constructively with appropriate matters that promote the welfare of our citizens, make the next two years workable and be part of a long-term Strategy group that explores the possibilities for the area.
- >
- > In the meantime our thanks to The Action Group and to Cllr. Coleridge for such a thorough chat-through of the works which will help us to inform residents.
- >
- > We are generally positive that the school will be a local asset and the planned refurbishments to housing stock, a great start to regeneration in this area.

- >
- > With kind regards.
- >
- > Julie. David. Catherine.
- > Cllr. Julie Mills
- > Chairman of Licensing Committee
- >
- > The Royal Borough of Kensington and Chelsea
- > The Town Hall
- > Hornton Street
- > London
- > W8 7NX
- > www.flickr.com/rbkcmayor
- > www.rbkc.gov.uk

FW: Threat to "smash down the doors" of residents in Grenfell Tower.

Edward Daffarn

Reply

Mon 22/09/2014, 09:09

██████████@kctmo.org.uk;

██████████@kctmo.org.uk;

██████████@kctmo.org.uk

Dear Ms Williams,

I am writing to you after hearing from other residents in Grenfell Tower that the TMO intend to "smash down the door" of any tenant or leaseholder that fails to co-operate with the instillation of new heating system and windows.

I would like to inform you that if you attempt to smash my door down without the authority of a Court Order agreed by a Magistrate I will be dialling 999 and calling the Police as I do not believe that the TMO have the right to act in this way or to even threaten residents with this thuggery. To obtain a Court Order the TMO would have to prove that they themselves have followed the Law and which may be difficult for your organisation bearing in mind the TMO's treatment of residents involved in the Grenfell Tower improvement Works to date.

According to the TMO Tenancy Handbook and in line with residents rights under Acts of Parliament and Government Regulations we have a "right" to be consulted on any modernisation or improvement planned for our homes.

I believe that the TMO have patently failed to abide by their obligation to follow the Law in this respect and, therefore, do not have the authority to threaten to smash my door down to gain entry to my property. While most residents in Grenfell Tower (myself included) welcome the Improvement Works we also believe that we should be consulted with properly before we simply surrender our homes to the TMO's building contractor. We were originally promised by Paul Downton, the previous TMO Lead on the Grenfell Tower Improvement Works, that residents would be consulted with and given the opportunity to view and comment on a variety of different windows and cladding options. We were informed at the time that the TMO would be open to engaging with residents and taking on board their feedback. To date (and nearly a year and a half later) these promises have been broken as no residents have been provided with an example of the proposed windows or been given a formal opportunity to submit comments on the type and colour scheme of the cladding that will be used.

Now we hear that residents will, in fact, be given no choice or opportunity to comment on the windows or cladding that we are to receive as they have already been chosen by the RBKC Planning Dept. Residents in Grenfell Tower that I have spoken with believe that we should have been consulted with before the windows and cladding were chosen and it should be residents that have a say in the type of window and cladding that we receive and not the sole decision of a Town Hall Planning Dept?

Further evidence of a lack of consultation can be demonstrated by the TMO's response to tenant's and leaseholder's multiple requests to form a Grenfell Tower Improvement Works Resident Group. Until most recently the TMO have steadfastly refused to help residents form collective representation with regards the improvement works and have stated that there is no need for the TMO to recognise and work with residents in Grenfell Tower as they are already represented by the wider Lancaster West Residents Association (LWRA).

If this is the case then I would expect to see a volume of correspondence on the Grenfell Tower Improvement Works between the TMO and the LWRA that would demonstrate that residents have been given the opportunity to be consulted with and comment on issues like the type of windows we are to receive and the type and colour of the cladding that will be used on the exterior of the building. Please can I, therefore, request under Freedom of Information legislation all correspondence between the TMO and the LWRA on the subject of the Grenfell Tower Improvement works?

In a complete U-turn by the TMO residents have now been informed by Janet Edwards on 17/09/14 that the:

"TMO has no objection to the tenants and leaseholders of Grenfell Tower forming a Grenfell Tower Improvement Works Resident Group, and I would advise that this Group will be consulted by the TMO on matters relating to the Grenfell Tower building works".

Residents are currently working together to form a Grenfell Tower Improvement Resident Group now that we have been given permission to do so by the TMO and you should be aware that one of the first issues we intend to raise collectively with residents is the TMO's threat to smash down our doors, the TMO's previous lack of consultation, it's impact on our community and our response to it?

It is my individual hope that the TMO can cease doing things TO residents and start to do things WITH residents and that the Grenfell Tower Improvement Project can run smoothly and be completed to a high standard and on time. I believe that the best way that this can be achieved as the works go forward is for the TMO and senior management at Rydon to end your policy of "divide and rule" and instead engage in a mutually respectful and meaningful dialogue with the residents of Grenfell Tower. Thank you for taking the time to consider the points that I have highlighted in this email and I would appreciate if you could respond in writing to the points that I have raised.

Regards,
Edward Daffarn.
134 Grenfell Tower.

Mr E Daffarn
134 Grenfell Tower
Grenfell Road
London W11 1TQ

292a Kensal Road
LONDON
W10 5BE

From: Claire Williams

[REDACTED]
[REDACTED]@kctmo.org.uk

Date: 29 September 2014

Dear Mr Daffarn

Thank you for your email of 22 September 2014.

1 'Smashing down doors'

The TMO have never made reference to "smashing down doors". We will work with residents to agree access arrangements. Any access will be in accordance with the terms of tenancies, leases and the Law.

2 Window and Cladding designs

We have consulted residents on the cladding and window designs. The proposals were explained at public meetings held in June and August 2013 and drop in sessions held in July and October 2012 and September 2013, which were referred to in various newsletters. As a result of these sessions and the feedback, we have removed the unpopular vertical ventilation grille area to the windows.

We continue to engage with residents on the proposed cladding colour and the window design (as the mock-up externally, and newsletter of August 2014). I note that the cladding drawings and colours were shown at the recent Macmillan coffee morning last Friday.

3 How the TMO consult with residents

Our recent consultation with residents has focused, and will continue to focus on one to one contact and "drop-in" sessions rather than public meetings. We have found this to be the most effective way of engaging with a broad range of residents with up to 50% of households attending recent sessions.

We carried out a residents' survey at the central heating drop in session on "How do you want to be consulted": 90% said they would prefer newsletters / drop-ins, whereas only 10% said they wanted public meetings. Public meetings were increasingly poorly attended and were not an effective way of engaging with residents. We are, therefore acting on the results of feedback received from residents.

4 Consultative group

If residents were to form a consultative group, then they would be consulted together with all the residents of Grenfell. There will be no constitution for this group as there is an existing Resident Association on the Lancaster West Estate.

I note that you have put in a Freedom of Information request about correspondence between the TMO and the LWRA on the Grenfell works, and have forwarded this enquiry to our company secretary, Fola Kafidiya.

Yours sincerely



Claire Williams
Project Manager

Cc: Siobhan Rumble/Lancaster West Housing Office
Fola Kafidiya/KCTMO Company Secretary

FW: FoI request: Threat to "smash down the doors" of residents in Grenfell Tower.

From: [REDACTED]@kctmo.org.uk
To: [REDACTED]@hotmail.com
CC: [REDACTED]@kctmo.org.uk
Subject: Re: FoI request: Threat to "smash down the doors" of residents in Grenfell Tower.
Date: Mon, 13 Oct 2014 15:12:08 +0000

Dear Mr Daffarn,

Further to your request under the Freedom of Information Act 200 requesting a copy of the correspondence between the TMO and the LWRA on the subject of the Grenfell Tower Improvement works, we attach the newsletters we hold that were issued to the residents on the Grenfell Tower Improvement works. We do not hold any other forms of correspondence on the subject matter.


Yours sincerely

Fola Kafidiya
Head of Governance & Company Secretary

t: [REDACTED]

M: [REDACTED]

w: www.kctmo.org.uk
a: 346 Kensington High Street, London W14 8NS

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Residents' events

These events are designed to give residents the opportunity to meet with the project team and raise any questions or concerns.

The next meeting is scheduled for:

6.30pm – 7.30pm Thursday 15th August

Items on the agenda include: an update on the progress of the Planning Application, Window design, contractor selection, future consultation.

Evening consultation meetings at EMB rooms

We have scheduled a series of resident meetings over the coming months.

- 6.30pm – 7.30pm Thursday 19th September
- 6.30pm – 7.30pm Thursday 31st October
- 6.30pm – 7.30pm Thursday 12th December

Drop-in session

A drop in session will be conducted during the day on Wednesday 14th August. Residents can drop in at the Grenfell Tower reception meeting room anytime between 9.30am – 5.00pm Wednesday 14th August to look at the revised plans and ask questions. The project manager will be available to discuss the proposals with residents all day. Please ask at reception.

Contact Details

If you would like to discuss any part of this newsletter or the Grenfell Tower Regeneration Project please contact:

Siobhan Rumble,
Lancaster West Area Manager



Grenfell Tower Regeneration Project

26th July 2013

Residents meeting

A residents evening meeting was held on 17th June at the EMB rooms to present the revised plans for the Grenfell Tower Regeneration project. The meeting was well attended and residents took the opportunity to ask how the project is progressing and for more detail about the proposed amendments.

The plans have been revised at the request of council planners and in line with their requirements. The revised plans will be resubmitted for approval and formal consultation as soon as possible. Residents will have further opportunity to comment on the proposed designs as part of this process. If you would like to see the revised plans, please visit the waiting room at reception at Grenfell Tower.

Key areas discussed at the 17th June Residents meeting.

Removal of Canopy

A key revision required from planners before they would approve the designs was the removal of the canopy from the building. We understand that residents have some safety concerns about this and we are working with designers to explore options for addressing these concerns. Window design will be an important consideration in addressing these concerns and we will be able to bring details of this to our next meeting on 15 August.

New Heating System

As part of the regeneration programme, new meters will be installed in every flat. These will be controlled via individual thermostats, allowing residents to manage the temperature in their homes themselves. Heating charges will have to be managed differently and a proposal for this is under development. A proposal will be presented to residents for consideration at a future residents meeting.

Pipe Routes (water and heating)

New heating pipes will be surface fixed and will run along walls to each new radiator. A display flat will be set up so that residents can view the various changes prior to the work being carried out.

Programme timetable

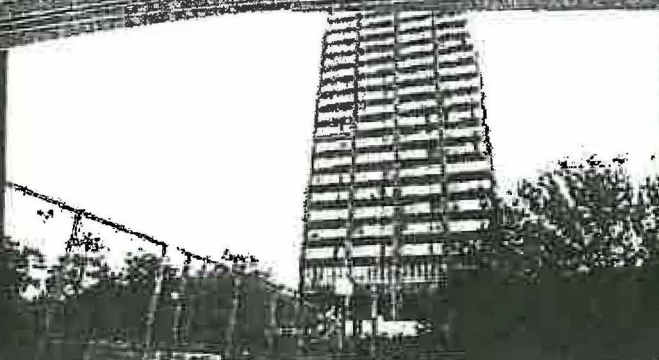
We are hoping that the revised plans will be reviewed in August and work can commence in 2014, however these dates will be reliant on several external factors. We will keep you informed of progress and any changes.

Unit A, 292 Kensal Road, London W10 5BE
Freephone 0800 137 111, telephone 020 3617 7080
www.kctmo.org.uk



Kensington
& Chelsea TMO

Grenfell Tower Regeneration Project



9th August 2012

Upcoming Events

Quality Boards

TMO consultation to date

Contact Details

4016167 Board

We are aware that some residents may not be able to attend evening meetings or drop-in sessions on the day. These are held:

To assist in providing you with an opportunity to view proposals, and give your feedback, we will be displaying all information relating to the Grenfell Tower regeneration with a poster for you to post your views.

This information will be displayed throughout the month and we always on hand will be able to provide further info to our meetings upon request.

Feedback from Residents

We would like to summarise our consultation with you to date;

28/02/2012, The first stage of the consultation process took place with Residents views/feedback sought via a KCTMO Road show and the issue of an initial questionnaire to Grenfell Tower residents.

15/05/2012, Second stage resident consultation took place with the Lancaster West EMB & RA representatives

29/05/2012, Further more detailed Residents consultation took place comprising of a presentation and the issue of a second Questionnaire seeking further comments and observations on the proposals for Grenfell Tower.

12/07/2012, Evening consultation meeting. Majority of residents preferred an option where they can clean windows themselves. They also liked the heating system where they could control the temperature within their flat. There were no concern from residents about cladding the building.

12/07/2012, Meeting with Nursery. Positive feedback from group and accepted proposal. The only concern from the group was where the club could be temporary housed during the construction work.

19/07/2012, Evening consultation meeting and day time drop-in sessions. From the window designs shown, tilt & turn reversible, sliding openers and finally pivot opening there was a preference from residents on the pivot style.

From the heating systems shown residents liked the heating system housed on the roof as it would provide additional storage space within their flat once the existing system is removed.

26/07/2012 Evening consultation meeting and day time drop-in sessions. External Canopy; Residents would like to see a new canopy which offers protection and shelter around the block. External Cladding proposal favourable to residents seemed to be for profiled Zinc. Although we seem to have some feedback on the type of cladding it is still undecided on your preferred colour for the cladding.

31/07/2012, Meeting with Boxing club. Generally good feedback from the group and provisionally accepted proposal. The only minor concern is with lease agreements which needs to be reviewed by RBKC

02/08/2012, Evening consultation meeting and day time drop-in sessions. No attendees to Evening meeting or Drop-in session.

A newsletter was sent to the estate informing residents of preferred options for heating, windows and cladding following consultation meetings.

We have also tried to keep residents updated with outcome of consultation meetings via our newsletters and will continue to do so throughout the duration of the project.



Upcoming Events

Please note consultation meeting scheduled for Saturday 11th August has been cancelled.

Next Consultation meetings

All residents of Lancaster West Estate are invited to a Pre-Planning presentation of the Grenfell Tower Regeneration Project

On

- **Thursday 16th August, 6.30pm – 8.00pm**
- **Saturday 18th August, 9.00am – 12.00noon**

At

Resource Centre, opposite Testerton Walk, Lancaster West Estate

Thursday Drop-in sessions at Grenfell Tower reception meeting room

- **Thursday 16th August**
- **Thursday 23rd August**

Time: 9.30am - 5.00pm

Evening Consultation sessions at the EMB Meeting Room

- **Thursday 16th August**
- **Thursday 23rd August**

Time: 6.30pm - 7.30pm

We welcome your input to the proposals and encourage you to come along to these sessions where you may view them.

This is an ideal opportunity for you to meet with the project team, discuss the proposals, put forward your suggestions and to get a better understanding of the project.

Contact Details

If you would like to discuss any part of this newsletter or the Grenfell Tower Regeneration Project please contact:

Paul Dunkerton
Project Manager

Siobhan Rumble
Lancaster West Area Manager

Mark Anderson
Head of Assets & Regeneration



From: casework@ico.gsi.gov.uk
To: [REDACTED]@hotmail.com
Subject: [Ref. FS50464069][Ref. FS50464069]
Date: Tue, 30 Oct 2012 16:05:20 +0000

PROTECT

30th October 2012

Case Reference Number FS50464069

Dear Mr Daffarn

Your Freedom of Information request to Kensington & Chelsea Tenant Management Organisation ("KCTMO").

Thank you for your correspondence of 10 September 2012 which you complain about KCTMO's compliance with the Freedom of Information Act 2000 (the FOIA). Please accept our apologies for the delay in responding, which was due to the volume of correspondence we are currently dealing with.

The FOIA places a duty on public authorities to respond to requests for information. The definition of 'public authority' is given in section 3 of the FOIA.

A public authority is defined as any body which under the FOIA is:

- (i) Listed in Schedule 1, or
- (ii) Designated by order under section 5 (in the form of commencement orders, passed since the Act received royal assent), or
- (iii) A publicly-owned company as defined by section 6

Public authorities include:

- Central Government Departments and Agencies
- Local Government
- Police
- NHS
- State schools, colleges and universities
- Publicly owned companies

Arm's Length Management Organisations ("ALMOs")

Whilst it is true that some ALMOs are public authorities for purposes of FOIA,

the ALMO status does not, *per se*, make that organisation subject to FOIA. TMOs are not listed in Schedule I of FOIA, nor do they fall into any of the main categories of public bodies so the only thing that needs to be considered is whether KCTMO is a publicly owned company.

Section 6 of FOIA provides the definition of a publicly owned company for purposes of that Act; Section 6 (2) (a) deals with companies owned by the Crown or central government departments so that will not be applicable here. We need therefore to consider Section 6 (2) (b) which deals with companies owned by public authorities other than central government departments. The precise wording of Section 6 (2) (b) is as follows:-

" a company is wholly owned by a public authority other than a government department if it has no members except -

- i. that public authority or companies wholly owned by that public authority, or*
- ii. persons acting on behalf of that public authority or of companies wholly owned by that public authority"*

Whilst some ALMOs fall into those categories, this is not the case with KCTMO, even if KCTMO were an ALMO. This is because KCTMO is a private limited company, limited by guarantee. Its members include tenants, not just members of Royal Borough of Kensington and Chelsea ("RBKC"), and it is understood that the guarantee is provided by all the members. Furthermore the members will not all be acting on behalf of RBKC, but on behalf of the tenants. Although it is understood that RBKC can nominate some of the board members, RBKC does not own KCTMO nor does it have any overall control.

Accordingly, KCTMO is not a publicly owned company because it is not wholly owned by RBKC, and it has members other than members of RBKC.

We are aware that KCTMO has produced a publication scheme in accordance with FOIA but that is presumably because they aim for voluntary compliance with the FOIA. The fact that this is done on a voluntary basis does not bring them within the legal provisions of FOIA, nor does it mean the Information Commissioner's Office has any powers in relation to such bodies.

As KCTMO does not meet any of the criteria outlined above, for the reasons explained, it is not a public authority as defined by the FOIA. Accordingly, KCTMO does not have a duty to respond to information requests made under the FOIA. For this reason the Information Commissioner is unable to proceed with your FOIA complaint about KCTMO and we have closed your case.

For further information on which organisations are subject to the FOIA please see the Information Commissioner's guidance at the following link:

When is information caught by the Freedom of Information Act?


A list of public authorities can also be found on the Ministry of Justice's website at:

www.foi.gov.uk/yourRights/publicauthorities.htm

(Please note that this website is no longer updated).

If you need to contact us about any aspect of your complaint please quote the reference number at the top of this response.

Yours sincerely,

Bernard McNally
First Contact Group (Access Rights)
Information Commissioner's Office
Direct Dial: 

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Tel: 0303 123 1113 Fax: 01625 524 510 Web: www.ico.gov.uk

FW: Your request for information under the Freedom of Information Act 2000

Edward Daffarn

Reply

Mon 20/05/2013, 15:59

Francis verity action group ([REDACTED]@[REDACTED].plus.com)

This message was sent with high importance.

minutes from design review meeting KCTMO Studio E 10th Jan 2013.pdf 182 KB	minutes from project review meeting KCTMO Appleyards 11th Jan 2013.pdf 164 KB	minutes from project review meeting KCTMO Appleyards 26th April 2013.pdf 238 KB	minutes from project review meeting KCTMO Design Team 26th April 2013.pdf 215 KB
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From: [REDACTED]@kctmo.org.uk

To: [REDACTED]@hotmail.com

CC: [REDACTED]@kctmo.org.uk

Date: Mon, 20 May 2013 11:08:11 +0100

Subject: Your request for information under the Freedom of Information Act 2000

Dear Mr Daffarn,


Please find attached copies of the minutes relating to the Grenfell Tower Regeneration Project in response to your request for information under the Freedom of Information Act 2000 made to Paul Dunkerton on 22nd April 2013.

If you require any further information please do not hesitate to contact me.

Kind regards,
Clare Lees
Governance Officer
t: [REDACTED]

w: www.kctmo.org.uk

a: 292a Kensal Road, London, W10 5BE

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**The Royal Borough of Kensington and Chelsea
Tenant Management Organisation**

Grenfell Tower Regeneration Project

Notes from Design review meeting

10th January 2013

Those Present:

Mike Hallimond	RBKC-TMO Ltd (Capital Programme & Investment Manager)
Paul Dunkerton	RBKC-TMO Ltd (Project Manager)
Bruce Sounes	Architect Studio E

Apologies: N/A

1. Bruce informed TMO of changes to main entrance protective cover. Feedback from planning was the concern that the cover would be vulnerable spot. Bruce showed drawing which made alteration to the sides of the entrance cover where by the design would angle the side section for visibility. Mike Hallimond asked if further improvements could be made by introducing holes which act as a window into the upper section.
2. Previous colour scheme of yellow panels for cladding was not favoured by TMO. Bruce provided drawings which showed a revised colour scheme of darker green to lower sections blending into lighter green to top of building with the crown section shown in yellow.

The TMO have confirmed their acceptance of colour change, and other alterations, and agreed to finalise current design.

3. TMO still have some concern over the vulnerability of glassing panels proposed for Link Bridge. It is felt that the glass could be prone to vandalism and damage. TMO requested other options for the link bridge such as perforated metal panels or similar. Bruce agreed to review options and advise.
4. There was a discussion about the canopy. Bruce advised that Planners were against the instalment of a new canopy once the existing was removed as planners felt it was not appropriate for the design and would not approve another canopy to be reinstated.
5. TMO to instruct Studio E to retrospectively submit a separate Planning Application for a new canopy, however, Bruce advised the TMO that it is unlikely the Planners would consent to

any sort of canopy around the building and retrospective Planning Application would be rejected. The TMO will review and consultation with residents on this matter.

6. Discussion was had about Novation of consultants to Leadbitter. Mike advised that the TMO approved the agreement for Novation this week. Also that Sharpe Pritchard have reviewed pre-construction contract, based on an existing draft prepared by Sharpe Pritchard for RBKC in relation KALC, and issuing of document to Leadbitter is imminent.
7. Brief discussion was had around Stage D cost report and Leadbitter's concern with budgets. Mike and Paul to discuss this matter in greater detail with Appleyards and review options.

**The Royal Borough of Kensington and Chelsea
Tenant Management Organisation**

Grenfell Tower Regeneration Project

Notes from Project Review meeting with Appleyards

11th January 2013

Those Present:

Mike Hallimond	RBKC-TMO Ltd (Capital Programme & Investment Manager)
Paul Dunkerton	RBKC-TMO Ltd (Project Manager)
Alun Dawson	Appleyards (Employers Agent Project Manager)

Apologies: N/A

1. Mike informed Alun that Mark has left the TMO and the new Director of Assets and Regeneration, Peter Maddison takes up his post on Monday 21st
2. Mike informed Alun of changes to plans as requested by planners and that the TMO need to approve. The TMO have confirmed their acceptance of colour change, as well as other alterations, such as link bridge and entrance lobby.
3. Mike explained to Alun the TMO concern with stage D cost plan.
4. Alun will meet with Leadbitter for better understanding of their cost plan and advise TMO on it's validity before 21st Jan 2013, to allow consideration on what action needs to be taken.
5. In the event that the total value of the tenders for the works packages amounts to a sum greater than that identified in the Stage D cost plan, Leadbitter Group and the design team will be required to present Value Engineering (VE) solutions to bring the project cost back in line with that identified in the approved cost plan.
6. The above would need to take into account any consultant fees which would need to the responsibility of TMO for payment.
7. The TMO would like to continue with project design team, which includes Studio E and Maxfordham.
8. Mike advised that the project funding was still secure and would be allocated even if the project was delayed.


9. Discussion was had about Novation of consultants to Leadbitter. Mike advised that the TMO approved the agreement for Novation this week. Also that Sharpe Pritchard have reviewed pre-construction contract, based on an existing draft prepared by Sharpe Pritchard for RBKC in relation KALC, and this document is now with Leadbitter for acceptance.
10. There was discussion about complications of project and the need for access into resident's flats with the possibility of them being decanted whilst work is carried out due to H&S concerns, i.e. asbestos, noise and construction. Leadbitter would like to carry out condition and asbestos surveys to each flat for their records.
11. Mike advised that any asbestos surveys would need the involvement of TMO H&S team for management of records and register.
12. Paul to review options regarding access within flats and discuss this with Estate & Neighbourhood Management teams.

Paul Dunkerton, Project Manager, Assets & Regeneration Department



w: www.kctmo.org.uk

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

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**The Royal Borough of Kensington and Chelsea
Tenant Management Organisation
Grenfell Tower Regeneration Project**

Notes from Project Review meeting with Appleyards

26th April 2013

Those Present:

Peter Maddison	RBKC-TMO Ltd (Director Assets and Regeneration)
David Gibson	RBKC-TMO Ltd (Capital Programme & Investment Manager)
Paul Dunkerton	RBKC-TMO Ltd (Project Manager)
Robert Powell	Appleyards (Employers Agent Project Manager)
Simon Cash	Appleyards (Director)

Apologies: N/A

Project cost

1. Simon Cash, SC, talked through Appleyards recent report and their negotiation meetings with Leadbitter.
2. SC, confirmed that Leadbitter have asked various contractors to price work packages which would show these have been market tested.
3. SC, Cheewchen used pricing from other contracts of similar nature but there were still some items which may have been under valued due to uncertainty of work or materials involved.
4. SC, if we continued with these negotiation meetings then it's more than likely the difference between the two estimates would be level.
5. DG, to check keystone information to see when next cyclical programme is due to help with benefit improvements to building.
6. DG, TMO Assets Management team are looking into consideration on funding through building improvement initiatives such as ECO Green Deals which is being supported by British Gas. PD to liaise with Maxford to see if they have further knowledge on this to assist.

Contractual position

1. PM, suggested that Leadbitter need to provide a robust programme showing their management in working with residents, management of surveys and to ensure they comply with specification.

2. SC, suggested that Leadbitter were going to use their subsidiary company who are specialised in this type of project as well as working with residents in occupation.

Consultants


1. PM, was not clear on the current arrangements for appointments and asked Appleyards to confirm. Also to check PCA for confirmation on cost for pre-commencement work by Leadbitter.
2. PM, Studio E fees will be considered for payment by TMO but not sure what agreement we have with them. RB to advise as above.
3. Rob to wrap up project globally and develop an action plan. This will involve management of designs, budget, change control procedures, programme contractual issues. Draft to be issued by Friday
4. TMO to arrange meeting with design team to consider planning and principles of scheme.
5. TMO to draft newsletter informing residents of progress and the change in design but with positive spin.

Paul Dunkerton, Project Manager, Assets & Regeneration Department



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**The Royal Borough of Kensington and Chelsea
Tenant Management Organisation
Grenfell Tower Regeneration Project**

Notes from Project Review meeting with Design Team

26th April 2013

Those Present:

Peter Maddison	RBKC-TMO Ltd (Director Assets and Regeneration)
David Gibson	RBKC-TMO Ltd (Capital Programme & Investment Manager)
Paul Dunkerton	RBKC-TMO Ltd (Project Manager)
Robert Powell	Appleyards (Employers Agent Project Manager)
Bruce Sounes	Architect Studio E
Mark Palmer	Maxfordham

Apologies: N/A

1. PM, talked through Appleyards recent report and negotiation meetings with Leadbitter
2. PM confirmed construction budget and although there maybe some flexibility in this ideally we need to keep within it and carry out maximum amount of work to provide value for money.
3. Mark suggested he has worked with Leadbitter sub-contractors before and there was some discussion around funding from ECO type deals from British Gas which could assist in bridging the gap of heating cost.
4. PM, confirmed that TMO are looking into funding through building improvement initiatives such as ECO Green Deals, supported by British Gas. PD to liaise with Maxford, Mark, to discuss outside this meeting.
5. PM, suggested a VE exercise would need to be undertaken to identify further benefits to the scheme.
6. PM, would like design team to look at cost savings which should be reinvested into the scheme other building improvements and decent home standards.
7. Bruce said that we still need to look at access to ground floor within Grenfell for new units and that Planners may say the removal of stepped ramp requires another access point. Bruce to look at alternatives.
8. design team to look into scheme brief which will include maximum amount of new units within tower, new heating system which allows metering for each flat, cladding

system which works with new heating, omission of works to garages, new TMO staff offices and improved lobby entrance with concierge / reception area.

9. Any outcome from VE review needs to be put forward to planners for comment and guidance on their planning process and approval.
10. There was a discussion around fees which Robert asked consultants for their fee schedule and what they have been paid to date, or likely to be paid. Appleyards will draft fee schedule and advise on novate stage.
11. Scope of Max Fordham's appointment going forward was discussed. Mark Palmer noted that Leadbitter had previously requested a reduced scope of service from Max Fordham during the later design stages, with the M&E subcontractor developing and completing the detailed design (as KALC). Mark suggested that if the design was to be developed by MFH to an advanced stage prior to novation, it may be KCTMO's best interests to retain Max Fordham as client advisor to comment on subcontractor's final design proposals and monitor works on site.
12. Heating options discussed and it was agreed that Appleyards will price Maxfordham proposal which will trigger decision for VE process. This can then be linked to funding from British Gas (this needs to be done with Studio E's design options on new stage D design)
13. There was discussion about BREAM. Do we need BREAM cert for planning approval?
14. Bruce advised that is a planning requirement and If we can't meet the requirements we need to provide statement of why we couldn't achieve it. TMO to Liaise with Marc Watterson for advice.
15. Maxfordham asked the need for metering all flats? As it stands we have only allowed metering leaseholders.
16. PM, it would be wise to meter all flats. Maxfordham to look into this within their design options.
17. Appleyards to price Maxfordham heating options for consideration on best value for money.

Paul Dunkerton, Project Manager, Assets & Regeneration Department



w: www.kctmo.org.uk

a: Network Hub, First Floor 300 Kensal Road, W10 5BE

RE: FoI Request.

Fola Kafidiya

Reply

Fri 05/12/2014, 15:55

You

You forwarded this message on 17/07/2017 22:23

Dear Mr Daffarn,

Further to your request for information under the Freedom of Information Act 2000, in which a request was outstanding, please note that we will not be releasing the minutes of the meetings held by the TMO from the "end of month" meetings between TMO, Rydons and Studio E.

We are not releasing this information because it is exempt from the Freedom of Information Act 2000 as it is not information held on behalf of a public authority or by the TMO on behalf of a public authority. The Freedom of Information Act 2000 relates to information held on behalf of public authorities.

Furthermore, although Rydons is providing a service in the public interest, the TMO's commercial communications with its contractors are sensitive and the disclosure of such commercial communication would, or would be likely to, prejudice the commercial interests of the contractor. By virtue of section 43(2) of the Freedom of Information Act, such information are exempt from disclosure

If you require any further information please do not hesitate to contact me.

Yours sincerely

Fola Kafidiya


Head of Governance & Company Secretary

t:

M:

w: www.kctmo.org.uk

a: 346 Kensington High Street, London W14 8NS

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From: Edward Daffarn [[mailto:\[REDACTED\]@hotmail.com](mailto:[REDACTED]@hotmail.com)]

Sent: Thursday, October 30, 2014 11:27 AM

To: Siobhan Rumble

Cc: Claire Williams

Subject: Re: FoI Request.

Dear Siobhan,

I am writing to you using Freedom of Information legislation.

Please could you provide me with the TMO's minutes from the "end of month" meetings that are held to discuss the building works at Grenfell Tower and that may include input from the TMO, Rydons and Studio E.

Please can you provide evidence that the issue of asbestos in Grenfell Tower is being dealt with by the contractor Rydons and provide evidence that the TMO have informed the building contractor of the presence of asbestos in our properties?

Please could you also provide me with the minutes of any meetings between the TMO and RBKC Council that discuss the building works at Grenfell Tower? I would expect to be provided with minutes from any Scrutiny Meetings and also any correspondence between the RBKC Planning Dept and the TMO?

Finally, please can you put in writing why the TMO think it is acceptable that the front entry door to Grenfell Tower has remained broken for many weeks now despite numerous requests for it to be fixed? Do the TMO not have an obligation to fix such repairs within 24 hours if they are a health and safety issue?

Kind regards,

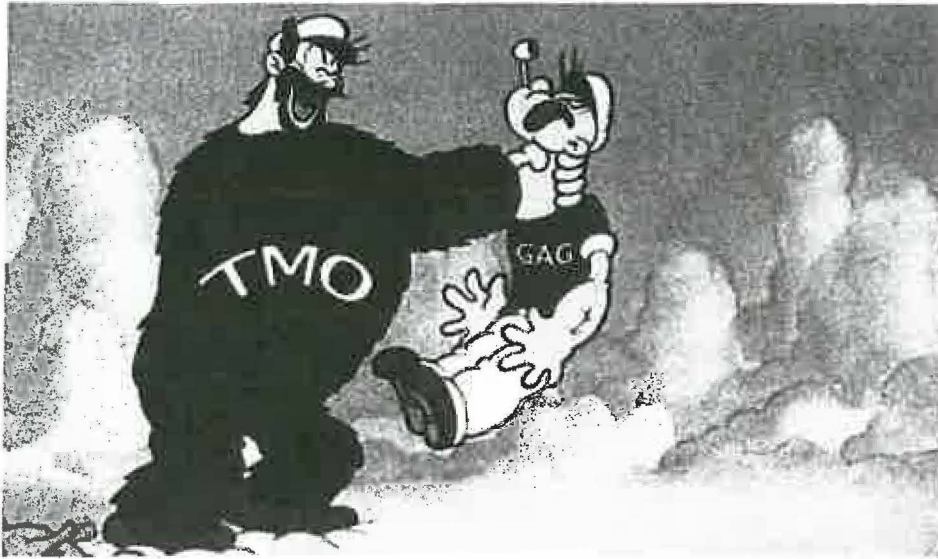
Edward Daffarn

Grenfell Action Group

*Working to defend and serve the
Lancaster West community*

An Open Letter to Nick Paget-Brown

Posted on [December 13, 2014](#)



Dear Councillor Paget-Brown,

I am writing to you, on behalf of the Grenfell Action Group, in your role as Leader of The Royal Borough of Kensington and Chelsea, to ask you to investigate the actions of the Council's Planning Dept. and the TMO who are brazenly breaking the law by failing to consult with residents during the Grenfell Tower Improvement Works. I would like to lodge a formal complaint against the Council and ask that this matter be referred for immediate investigation to your Monitoring Officer.

In particular we wish to highlight the fact that we believe the TMO have acted illegally by not consulting with residents with regards the latest type of windows they plan to install in our properties as part of the improvement works and we believe that the TMO and their building contractor, Rydon, are planning to replace their original choice of window with an inferior and cheaper aluminium model much to the detriment of residents long-term welfare.

We believe that residents have a right to know what is really going on with regards the proposed works to our properties and that the TMO and Rydons have a legal duty to consult and be open with us which they are patently failing to honour.

As an example, our recent attempts under Freedom of Information legislation to obtain the minutes to the "end of month" meetings between the TMO, Rydons and the architect Studio E have been refused by Fola Kafiydia (Head of TMO Governance). The Grenfell Action Group believe that this refusal to share legitimate information with the residents of Grenfell Tower shows that the TMO and Rydon have something to hide from our community and they should be ashamed of their need for secrecy. We are tenants not terrorists!

In addition, we believe that the latest attempt by the TMO to apply changes to the planning permission granted by the RBKC in January 2014 (Ref: PP/12/04097) are illegal, as they have been proposed without any consultation with residents, and we are asking you as the Leader of the Council to investigate these allegations as a matter of urgency.

According to the TMO Tenancy Handbook, and in line with residents rights under Acts of Parliament and Government Regulations, tenants and leaseholders have a right to be consulted on any modernisation or improvement planned for our homes.

We believe that the TMO have patently failed to abide by their obligation to follow the Law in this respect and, therefore, do not have the authority to apply for a change to their original planning permission. While most residents in Grenfell Tower welcome the improvement works we also believe that we should be properly consulted before we simply surrender our homes to the TMO's building contractor.

We were originally promised by Paul Downton, the previous TMO Lead on the Grenfell Tower Improvement Works, that residents would be consulted and given the opportunity to view and comment on a variety of different windows. We were informed at the time that the TMO would be open to engaging with residents and taking on board their feedback. To date (and nearly two years later) these promises have been broken as no residents have ever been provided with an example of the proposed windows or been given a formal opportunity to submit comments on the type of window that will be used. This is illegal.

Now we hear that residents will, in fact, never be given any opportunity to comment on the final choice of window that we are to receive as they have already been chosen by the RBKC Planning Dept. Residents in Grenfell Tower that we have spoken with feel most aggrieved and believe that we should have been consulted before the final choice of windows was decided and residents should have a say in the type of window that we receive.

We have taken the liberty of copying this correspondence to our elected representative at Parliament, Sir Malcolm Rifkind and also to the local Press and can assure you that we will not let this matter drop until the Council, the Planning Dept and the TMO start treating residents with some respect and consult with us about the proposed improvements to our homes as you are required to do by Law. Please can you assure our community that the current application with regard planning permission changes will not be sought by the Council without first properly considering the views of residents?

Regards,

Grenfell Action Group

PS. Our readers might be very interested in the many comments posted on the Hornet's Nest blog after Dame Hornet posted a copy of our letter earlier this week.

<http://fromthehornetsnest.blogspot.co.uk/2014/12/tmo-to-be-reported-to-local-government.html#comment-form>

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We were originally promised by Paul Downton, the previous TMO Lead on the Grenfell Tower Improvement Works, that residents would be consulted with and given the opportunity to view and comment on a variety of different windows. We were informed at the time that the TMO would be open to engaging with residents and taking on board their feedback. To date (and nearly two years later) these promises have been broken as no residents have ever been provided with an example of the proposed windows or been given a formal opportunity to submit comments on the type of window that will be used.

Now we hear that residents will, in fact, never be given no choice or opportunity to comment on the final choice of window that we are to receive as they have already been chosen by the RBKC Planning Dept. Residents in Grenfell Tower that we have spoken with feel most aggrieved and believe that we should have been consulted with before the final choice of windows were selected and it should be residents that have a say in the type of window that we receive and not the sole decision of a Town Hall Planning Dept.

The truth is that the RBKC Council Planning Dept believe that residents of Grenfell Tower should be treated with contempt and excluded from any decisions regarding our homes and our community. Only the mighty and powerful in Jonathan Bore's little cabal in Hornton St have the right to decide the type of heating, cladding and windows their minions should receive.

We do not trust the RBKC Housing Scrutiny Committee at Hornton Street to assist us with this task as it is a well known fact that a large proportion of it's members have nothing but contempt for the residents of Grenfell Tower and that the RBKC have a long history and a tainted reputation of colluding with the TMO.

As is our right under the legislation we have recently written to the TMO requesting a review of the decision to withhold these documents, and arguing that;

"The purpose of the TMO is to manage Council owned housing stock on behalf of the Royal Borough Of Kensington and Chelsea that is, itself, a public authority. It therefore stands to reason that the information that we have requested, is held on behalf of the local authority and is subject to Freedom of Information legislation".

As soon as we receive a further response from the TMO we will update our readers and, hopefully, will be in a better position to shine some light on these shenanigans. In the meantime, we invite our readers to consider what information the TMO might be trying to hide in their refusal to allow access to the basic facts concerning how the supposed Grenfell Tower "Improvement Works" are progressing, and whether tax payers money is being squandered with apparent impunity.

Readers might also like to see evidence of the rank hypocrisy of the FoI refusal statement issued by Fola Kafidya which is directly contradicted by documentation freely available from the KCTMO website showing that the TMO has acknowledged for years that it is indeed subject to the Freedom of Information Act, contrary to Ms Kafadya's recent denial of this fact. You can read a short policy statement on their website via this link;

<http://www.kctmo.org.uk/sub/publications/75/freedom-of-information-act-and-data-protection>

You can also download the full text of the TMO Freedom of Information policy from the following link;

http://www.kctmo.org.uk/files/133435_freedom_of_information_publication_scheme.pdf

It is worth noting that the TMO's Freedom of Information policy was first published in January 2005 and was subsequently reviewed in April 2009 and again in April 2013. The claim by Ms Kafidya, therefore, that the TMO is exempt from the Freedom of Information Act, has no historical foundation and, based on the TMO's longstanding acknowledgement and acceptance that it is indeed subject to the Act, has no validity.

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Grenfell Action Group

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