

Grenfell Tower Leaseholder's Association
c/o 92 Grenfell Tower
Grenfell Road
London W11 1TG
6th October 2010

Anthony Parkes
Director of Financial Services
Kensington & Chelsea TMO
292a Kensal Road
London W10 5BE

Dear Mr Parkes,

Further to your letter dated 21st September 2010, we are surprised and dismayed to hear that you have found our serious concerns as simply being general comments. You have demonstrated at the start of your letter the negative attitude that you and your respective senior officers have towards actually taking practical action upon our serious concerns. We have never suggested to you that the comments we were making were 'general' and thus you appear to be taking the points we have raised with a pinch of salt. We have also noticed you have decided to cherry pick the concerns we have highlighted. We are again requesting that you make a genuine attempt to address our concerns before we consider taking impartial judgement on this matter.

Heating and meter reading:

You have stated that the 'TMO can't put individual meters in flats'. For us this is not acceptable. Your technical services division should have been capable of measuring the hot water supply separately from the heating system; but the failure to do this, as we have repeatedly said, has cost us a significant financial amount. It is totally unjust that you are of the view that we are still liable for heating charges even if we did not use the heating. We want to be charged fairly with payments based on our usage. We cannot ask for anything fairer than that. The proposal should have come from you decades ago. For most of the year, the heating system is hardly used at all but our claims seem to be falling upon deaf ears. Can you imagine a scenario where a decade ago the hot water and the heating flows were completely separated by the TMO engineer; you would have been able to reduce your expenses and have consumed less energy for the building and in the process have saved leaseholders thousands of pounds. As you correctly highlighted in your letter on 20th August, 'the heating to the flats is via radiators which have valves that can be turned on or off as required'. But there is also an ON/OFF meter in every flat between the hot water and heating systems to separate the two supplies. As of today, we are asking you to as a temporary measure turn off the heating supply which seems to us to be a very easy task. You should then only bill us for hot water charges of £135.39 per quarter until you install a meter.

If the heat does not flow to the individual radiators in the summer, we should not be charged for heating in the summer. The system in place is simply unfair and unreasonable. We demand a full rebate for all the unnecessary heating charges we have incurred in the past. It is your responsibility to separate entirely the hot water flow and the heating flow. This is a matter which is very important to leaseholders and we will pursue it until we have received a fair outcome.

JA/19