

Gwyneth Everson

From: shah Ahmed [REDACTED]
Sent: 06 January 2020 13:03
To: Andrew Brookes
Cc: Gwyneth Everson
Subject: Fwd: Issues with temporary and current accommodation

External email STOP THINK before you CLICK on links or OPEN attachments
AFTERMATH

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

From: Herrera-Garcia, Carmelo: CP-Fin: RBKC <Carmelo.Herrera-Garcia@rbkc.gov.uk>
To: Judith Reid <judithreid@dexters.co.uk>
CC: [REDACTED]
Sent: Fri, 8 Feb 2019 17:39
Subject: RE: Issues with temporary and current accommodation

Hello Judith,

Hope you are well. I had a conversation with Mr Ahmed earlier today. Mr Ahmed told me that unfortunately there has been no change regarding the noise from the upstairs neighbours. There continues to be a large group of people going into the property; the noise can go up to 1am and start again at 5am in the morning. As you know this is affecting both Mr and Mrs Ahmed greatly as it doesn't enable them to have a peaceful and restful environment.

Would you mind providing an update following Steven's conversation with their landlord please and also in terms of providing rugs to his tenants to see whether this could make a difference to the noise disturbance.

Many thanks

Best wishes,

Carmelo Herrera-Garcia
Service Manager
Grenfell Dedicated Service
Family & Friends Assistance Centre
17 Old Court Place | Kensington | London W8 4PL
Royal Borough of Kensington and Chelsea

Tel. no.: [REDACTED]

Please note that I don't work Wednesdays

From: Judith Reid <judithreid@dexters.co.uk>
Sent: 01 February 2019 14:49
To: Herrera-Garcia, Carmelo: CP-Fin: RBKC <Carmelo.Herrera-Garcia@rbkc.gov.uk>
Cc: [REDACTED] stevenhewitt@dexters.co.uk
Subject: RE: Issues with temporary and current accommodation

Hi Carmelo

Great to speak to you just now (and sorry for being elusive yesterday)!

Contractors have been instructed to look the smell from the bathrooms and bubbly walls and we are waiting to hear from the Landlord in regards to the work to the boiler which the contractor has suggested (to be clear these are suggested not compulsory).

Steve is the contact for any issues with upstairs. I have briefed him on the conversation last week and is speaking to upstairs.

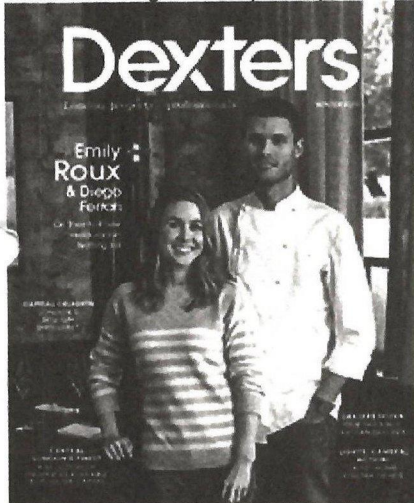
Kind Regards

Judith Reid | Team Manager
Property Management Team | 4 - 5 Spring Street
London | W2 3RA

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Click on the magazine to open it up.



If you have a suggestion, things maybe didn't go as planned, or even if you just want to say thanks then click [here](#) to email the Managing Director.

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----- Forwarded message -----

From: **Herrera-Garcia, Carmelo: CP-Fin: RBKC** <Carmelo.Herrera-Garcia@rbkc.gov.uk>
Date: Fri, 1 Feb 2019 at 13:55
Subject: RE: Issues with temporary and current accommodation
To: judithreid@dexters.co.uk <judithreid@dexters.co.uk>
Cc: shah Ahmed [REDACTED]

Hello Judith,

Further to my email below, I called you yesterday but you weren't available. I had an email from DDC contractors today regarding drainage smells and bubbling paint in the bedroom and bathroom. I'm liaising with Mr Ahmed to find a suitable time for the repairs. Thank you for arranging that.

With regards to the heating, could you please give us an update about the engineers returning to complete the job. Also, I spoke with Mr Ahmed yesterday and he would like an update regarding your conversation with the upstairs neighbours as agreed during our visit to Mr Ahmed last week.

Looking forward to your response and as always, many thanks for your help.

Best wishes,

Carmelo Herrera-Garcia

SA/182

Service Manager
Grenfell Dedicated Service
Family & Friends Assistance Centre
17 Old Court Place | Kensington | London W8 4PL
Royal Borough of Kensington and Chelsea

Tel. no.: [REDACTED]

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From: Herrera-Garcia, Carmelo: CP-Fin: RBKC
Sent: 29 January 2019 10:52
To: judithreid@dexters.co.uk
Subject: Re: Issues with temporary and current accommodation

Hi Judith,

How are you?

Is it possible to have an update regarding the heating and the other issues mentioned by Mr Ahmed during our visit please.

Many thanks

Best wishes,

Carmelo Herrera-Garcia
Service Manager
Family & Friends Assistance Centre
17 Old Court Place | Kensington | London W8 4PL
Royal Borough of Kensington and Chelsea

Tel. no. [REDACTED]

Please note that I don't work Wednesdays

From: shah Ahmed
Sent: Friday 25 January, 13:22
Subject: Issues with temporary and current accommodation
To: Herrera-Garcia, Carmelo: CP-Fin: RBKC, Scott, Chris: HS-Housing:
RBKC, judithreid@dexters.co.uk, stevenhewitt@dexters.co.uk
Cc: Cllr, Taylor-Smith, Kim: RBKC, Grant, Mark: CP-Prop: RBKC, Holdsworth, Maxine: HS-Housing: RBKC, Quirk,
Barry: CP-TownClerk: RBKC, holly.harrisonmullane@parliament.uk, emma.dentcoad.mp@parliament.uk, Cllr,
Campbell, Elizabeth: RBKC, Newman, Luke: CP:
RBKC, ajb@anthonygold.co.uk, [REDACTED]

Dear Judith/Carmelo/Chris Scott,

Thank you for visiting me yesterday evening.

With regards to heating system as you all may fully aware of the fact that we have been having ongoing problems with the heating systems and in that process lots of major repair work carried out to deal with this issues including issues with mice inside the flat or rats outside the front door of basement flat. I thought it has been fixed permanently.

When the engineer visited the property yesterday he said he temporarily fixed the problems but he needs to look into it again in details and will contact you(i.e Dexters) accordingly. This is to inform to you that whatever temporary measure the engineer took the radiator doesn't heating up properly.

As you have noticed and physically shown to you that the wall and the basement flat are very damp and mould appearing everywhere and that's why the hitches of the wooden doors coming off from the walls and walls are very wet as well and very cold. Since we moved into this property there are significant amount of repairs work carried out mostly by RBKC but in that process we have been denied peaceful enshrinement in many ways when we needed most under this circumstances. I did as much as I could to make my surrounding the better place at least for my landlord and dexters as my landlord's managing agent BUT now I am very tired and exhausted and no energy left.

My wife suffers from the following diagnoses

[REDACTED]

[REDACTED]

5. Sleepless night due to noise and disturbance from the neighbours upstairs .
6. She works 12 hours a day to support the family very tired and exhausted and taken its tools.
I wait to hear from you urgently.
Best wishes
Mr Ahmed
Former resident leaseholders of 156 Grenfell Tower

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