

Jane Jones
The Estate officer
Grenfell Tower
Grenfell Road
London
W11 1TQ

Mr S Ahmed
156 Grenfell Tower
Grenfell Road
London
W11 1TQ

23th November 2010,

- COMPLAINT → ?

Dear Jane,

Thank you for taking the time to visit the 15th floor with the OCS supervisor. I can assure you once again that the floor does contain stains which need to be removed with thorough cleaning. Clear evidence of this can be seen if you compare the floors of the 15th floor with the 16th floor.

In the year 09/10 concierge contribution was 44K, management fees was 85K, Estate contract cleaning was 60K, estate caretaking was 56K and Estate garden Maintenance was 41K. Taking into account these figures, we rightly expect, at the very least, an acceptable level of service and value for money. As leaseholders, we want to see a clean environment in the landings and one in which we do not feel embarrassed to let guests see. I want my floor to be spotless because I am paying a huge amount of money every year for this. It has been neglected for a decade.

Furthermore, in relation to resolving the issue of smelly rubbish bags left on the 15th floor over the weekend for past decade. As we agreed, your cleaner has been disposing rubbish bags on Monday morning and so he is the best person to investigate who is leaving the rubbish by inspecting its contents. I have suffered the most from anyone on this floor, because unfortunately my flat is beside the chute.

If this issue can not be resolved, I may have to take my concerns to the senior management of the TMO with consultation with Leaseholder's Association.

Yours sincerely,

Mr Ahmed

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