

Gwyneth Everson

From: Grenfell Tower Leaseholder's Association
<grenfelleaseholdersassociation@hotmail.co.uk>
Sent: 11 December 2019 10:02
To: Andrew Brookes
Cc: Gwyneth Everson; [REDACTED] Zaki Ahmed
Subject: FW: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower,W11
Attachments: image001.jpg

Follow Up Flag: Follow up
Flag Status: Flagged

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

From: [REDACTED]
Sent: 31 August 2010 12:30
To: Keith Mott <grenfelleaseholdersassociation@hotmail.co.uk>
Subject: Re: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower,W11

Hi All, I will be there tomorrow at 06.30 pm
Sent from my BlackBerry® wireless device

From: Keith Mott <grenfelleaseholdersassociation@hotmail.co.uk>
Date: Tue, 31 Aug 2010 12:41:13 +0100
To: Tunde [REDACTED]; Nick Burton [REDACTED] Taye
Kabede [REDACTED] Manuel Ferreira [REDACTED]
Subject: FW: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11

Dear All,

I am forwarding the response we received from Daniel Wood head of home ownership and I am not sure whether Nicholas or Pily has received any hard copy yet but sent it on 20th August 2010 and the response I have prepared for your amendments I have sent to you separately. I have no reply at least to say that you have received my email I have sent you the text message to confirm that as well aprat from Keith.

I must re-iterate in order us to succeed especially with the council and the TMO; it must be collective afford and we are all leading busy life but we need to be proactive and serious about it. We believe this matter playing major rules in our livelihood.

I am sure not whether you guys are attending the meeting tomorrow at 6:30pm.

Regards

Shah

To: grenfelleaseholdersassociation@hotmail.co.uk
Subject: Fwd: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11
Date: Wed, 25 Aug 2010 07:04:34 -0400
From: [REDACTED]

Dear All,

We have a response from the TMO and it's very basic and this is only start and Keith is way on charity event and he will be back next Tuesday.

We are calling for a meeting on this Saturday at 4pm to discuss the next step I have prepared a counter response and at the moment it is running into 6 pages and we need to discuss it in details.

Regards

Shah

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

From: Ewa Sobczak <esobczak@kctmo.org.uk>

To: [REDACTED]

Sent: Mon, 23 Aug 2010 15:43

Subject: RE: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11

Dear Mr Ahmed,

Thank you for your message. The response to your enquiry was sent to the Grenfell Tower Leaseholder's Association by Mr Daniel Wood last Friday 20th August (I have attached a copy). Please find attached as well an e-mail sent to you on the 6th August by Mr Jannie Pretorius advsing you of that.

Please contact our Home Ownership team should you have any further queries with regards to this.

Kind Regards


Ewa Sobczak
Customer Relations Team

t: [REDACTED]



w: www.kctmo.org.uk

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

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From: [REDACTED]

Sent: 23 August 2010 15:10

To: Ewa Sobczak

Subject: Re: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11

Dear Ms Sobczak,

Today is 23 rd August 2010 and I am still awaiting for a details reply of my serious issues and concern I have raised.

I shall be very grateful if you could look into this as a matter of urgency.

Kind Regards

Mr Ahmed

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

From: Ewa Sobczak <esobczak@kctmo.org.uk>

To: [REDACTED]

Sent: Tue, 27 Jul 2010 10:05

Subject: RE: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11

Dear Mr Ahmed,

Thank you for your two e-mails sent yesterday to Ms Sacha Jevans which I acknowledge on her behalf; your enquiries are being investigated by our Home Ownership team and will be responded to within 10 working days.

Please contact me if you require any further assistance.

Kind Regards

Ewa Sobczak
Customer Relations Team

t: [REDACTED]



w: www.kctmo.org.uk

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

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From: [REDACTED]

Sent: 26 July 2010 23:09

To: Sacha Jevans

Subject: Fwd: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11

Dear Sacha Jevans,

I am forwarding every email I have sent to Keith holloway and home owner manager for your kind inspection and there is a very little done about it.

Kind regards

Mr Ahmed

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

From: [REDACTED]

To: kholloway@kctmo.org.uk

Sent: Mon, 26 Jul 2010 22:45

Subject: Re: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11

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

From: Jannie Pretorius <inpretorius@kctmo.org.uk>

To: [REDACTED]

CC: Dulce De Oliveira <doliveira@kctmo.org.uk>

Sent: Mon, 19 Apr 2010 17:07

Subject: FW: complaint - Mr & Mrs Ahmed leaseholders of 156 Grenfell Tower, W11

Dear Mr & Mrs Ahmed

I hereby acknowledge receipt of your e-mail dated the 15th April 2010.

I have been asked to respond on behalf of Mr Keith Holloway and hope to provide you with a full response shortly.

Regards

From: [REDACTED]
Sent: 15 April 2010 23:29
To: Keith Holloway
Subject: complaint

To
Keith Holloway
Interim Director of Customer Services
Kensington & Chelsea
TMO
375 Kensington High Street
London W14 8QH

Mr and Mrs S Ahmed
156 Grenfell Tower
Grenfell Road
W11 1TQ

14th April 2010,

Subject: Request to install meter system for central heating and compensation for the long-term suffering as highlighted in various letters since 2004 and beyond.

Dear Keith,

Further to my letter dated 4th November 2009 along with previous correspondences we are still anticipating a response for these letters. I am quite shocked and surprised that you have decided to ignore our serious issues which I have raised with the TMO directly as well as with the council. This has demonstrated a lack of competence on your side to resolve the concerns I have. I have endured many, many years of mistreatment from the TMO who I believe have been a wholly inefficient body unable to live up to their promise of being a tenant led organisation. You are fully accountable for poor housing service standards which I have suffered over the years.

I have been living in this property for the past 17 years and out of these 17 years, maybe 20 days we have had to turn on the central heating system. I am sure that you are aware of the fact that each flat generates a considerable amount of heat from the floor of the flat, at times making the flat unbearable. There is really no need for the radiator in our flat, but over the last 17 years through rent and service charges we have paid thousands of pounds through so called heating costs.

We have notified the council that we are not using the radiator or the central heating system and therefore it would be a better option for us if the radiator was turned off. It is definitely within reason to suggest that if I am not using something I should not be charged for it. Every utilities supplier such as British Gas and Electricity install a meter system and send us a bill according to the meter reading. This is the most efficient and fair way of charging me for the service. The installation of the meter would significantly reduce the cost of service charges as should rightly be the case.

I am sure law would allow us to renegotiate the leasehold agreement and I think it's unfair and unreasonable to have such and lease agreement which gives you all the necessary means to penalise the leaseholder but refuses to listen their genuine complaint. At the moment the council and the TMO acted like judge and jury and as a leaseholder we are not being heard.

I would request you to look into this matter and the matters I have raised in my previous letters in great detail and look to remedy the problems. We have suffered enough financially and more importantly our well being and health has suffered.

If you fail to do so I will pass all the details to the housing ombudsman to investigate our claims and let them pass their judgement.

Yours Faithfully

Mr and Mrs Ahmed

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We Are Moving!

From Monday 10th May, Kensington & Chelsea TMOs new address will be 292a Kensal Road, London, W10 5BE.

If you wish to contact a member of the team after this date please call our Customer Service Centre on [REDACTED] or write to the above address.

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Attached Message