

## Gwyneth Everson

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**From:** Grenfell Tower Leaseholder's Association  
<grenfelleaseholdersassociation@hotmail.co.uk>  
**Sent:** 06 September 2019 09:50  
**To:** Andrew Brookes  
**Subject:** FW: Non-functional Lancaster West Management Association Limited(EMB)

**From:** Laura.Johnson@rbkc.gov.uk <Laura.Johnson@rbkc.gov.uk>  
**Sent:** 29 August 2013 11:52  
**To:** grenfelleaseholdersassociation@hotmail.co.uk <grenfelleaseholdersassociation@hotmail.co.uk>  
**Cc:** Roger.Keane@rbkc.gov.uk <Roger.Keane@rbkc.gov.uk>; Jon.Morcom@rbkc.gov.uk <Jon.Morcom@rbkc.gov.uk>  
**Subject:** FW: Non-functional Lancaster West Management Association Limited(EMB)

Dear Mr Awoderu,

This email is in response to your email dated the 21<sup>st</sup> August concerning the Lancaster West Estate Management Board.

The quotes you refer to are taken from a report published in April 2009. Although the report mentions the EMB, it is primarily about an investigation into complainants that were made against the TMO at the time. You appear to have quoted from the report because it highlighted concerns about the cost of the EMB, you also appear to be questioning why the recommendation that the TMO take control of the stock under the control of the EMB has not been acted upon. Your email also states that it is your view that the EMB should not exist because it has lost the mandate of the residents and does not benefit them.

As your email refers to issues that were highlighted in a 2009 report I will detail the Council's response to concerns raised since 2009.

There have been a number of issues that have concerned RBKC, the TMO and the EMB themselves over this period of time. This has included staffing issues, quoracy of meetings, provision of performance information and governance issues.

Following a review of the EMB and discussions between the Council and the members of the EMB Board in early 2009, an independent external chair was appointed to work with the Board and an agreement was signed in August of that year for this person to act as chairman and "special advisor" to the Board.

After considering the situation at the Board, the Special Advisor recommended that consideration be given to transferring the stock to the TMO. The EMB manage the estate under the right to manage legislation and changes to the management arrangements can only be made with due regard to this legislation and the contractual arrangements the Council has with the EMB. Such a proposal would require a mandate from residents of the estate at a Special General Meeting. A Special General Meeting was held on 13 April 2010 to present the reasons for recommending a transfer and to carry out a vote on the proposal. The voters decided, by a large majority, not to consider a transfer.

The EMB are required to hold an Annual General Meeting (AGM) every year, at this meeting the EMB should agenda a resolution asking residents to vote as to whether they wish the EMB to continue managing the Property under the terms of the agreement with the Council. Once this resolution is passed at AGM's the EMB have a mandate to manage the estate for a further year. The Council have not been made aware of a resolution by members of the EMB for the organisation to no longer manage the estate.

Members who want to express their views about whether the EMB should continue to manage the estate should attend AGM's and vote accordingly.

In regards to recent action the Council have taken to address concerns about the EMB, a letter has been issued to residents on the estate following a Five Year review of the Modular Management Agreement the Council has with the Board. The review showed that the governance arrangements of the EMB are not in accordance with their constitution and also highlighted other concerns. Following the review an improvement plan was issued by the Council but this has not been followed by the Board. The Council has therefore advised the Board that we intend to serve a supervision notice on them, this proposal is currently being considered by an panel that has been specially established to consider this matter. The panel will also make suggestions in regards to the content of the supervision notice. The supervision will detail time-limited intervention by the Council to provide extra support and carry out specified functions of the Board. During the period of supervision, the Board's functions would be carried out under the direction of the Council. If the conditions set out in the supervision notice are satisfied, the Council will restore the functions specified in the supervision notice. If they are not the functions will be retained by the Council until alternative arrangements are agreed with the residents of Lancaster West.

If you require further information on the most recent action being taken please contact Roger Keane, General Needs Commissioner, who will be happy to provide you with more information.

Regards

Laura Johnson  
Director of Housing

**Royal Borough of Kensington and Chelsea**  
Town Hall, Hornton Street, W8 7NX  
Tel: [REDACTED]

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**From:** Johnson, Laura: HS-Housing  
**Sent:** 21 August 2013 10:38  
**To:** 'Grenfell Tower Leaseholder's Association'  
**Cc:** Cllr-Feilding-Mellen (cllr.feilding-mellen@rbkc.com); Johnson, Amanda: HS-Housing  
**Subject:** RE: Non-functional Lancaster West Management Association Limited(EMB)

Mr Awoderu,

Thank you, for your e-mail about the EMB and its role on the Lancaster West Estate I shall come back to you as soon as possible with a response which seeks to answer all the points you have requested clarification on.

Regards  
Laura Johnson

**Director of Housing**

Royal Borough of Kensington and Chelsea  
Town Hall, Hornton Street, W8 7NX  
Email:laura.johnson@rbkc.gov.uk  
Tel: [REDACTED]

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**From:** Grenfell Tower Leaseholder's Association [mailto:grenfellleaseholdersassociation@hotmail.co.uk]  
**Sent:** 20 August 2013 23:18



**To:** Johnson, Laura: HS-Housing; Johnson, Amanda: HS-Housing  
**Cc:** Cllr, Atkinson, Robert; Cllr, Foreman, Todd; Jones, Janice: RBKCTMO Ltd; Cllr, Dent Coad, Emma; pdunkerton@kctmo.org.uk; Bore, Jonathan: PC-Plan; Seward, Janet: RBKCTMO Ltd; camilla.horrox@trinitymirror.com; Cllr, Williams, Charles; Cllr, Will, Emma; Cllr, Weatherhead, Doreen; Cllr, Weale, Mary; Cllr, Warrick, Paul; Cllr, Wade, Linda; Cllr, Taylor, Frances; Cllr, Rutherford, Elizabeth; Cllr, Rossi, Marie-Therese; Cllr, Read, Jonathon; Cllr, Pascall, Will; Cllr, Palmer, Matthew; Cllr, O'Neill, Dez; Cllr, Neal, Matthew; Cllr, Moylan, Daniel; Cllr, Mosley, Louis; Cllr, Mingay, Robert; Cllr, Mills, Julie; Cllr, Mason, Pat; Cllr, Marshall, Quentin; Cllr, Mackover, Sam; Cllr, Lindsay, David; Cllr, Lightfoot, Warwick; Cllr, Jones, Tim; Cllr, Husband, James; Cllr, Holt, Tony; Cllr, Hoier, Bridget; Cllr, Healy, Pat; Cllr, Hargreaves, Gerard; Cllr, Gardner, Joanna; Cllr, Freeman, Robert; Cllr, Faulks, Catherine; Cllr, Donaldson, Ian; Cllr, Condon-Simmonds, Maighread; Cllr, Collinson, Deborah; Cllr, Coleridge, Timothy; Cllr, Coates, Anthony; Cllr, Caruana, Carol; Cllr, Campión, David; Cllr, Campbell, Elizabeth; Cllr, Campbell, Barbara; Cllr, Buxton, Terence; Cllr, Buxton, Fiona; Cllr, Buckmaster, Christopher; Cllr, Borwick, Victoria; Davis, Tim: TTS-EnvHealth; [REDACTED] Maddison, Peter: RBKCTMO Ltd; Rumble, Siobhan: RBKCTMO Ltd; Wood, Daniel: RBKCTMO Ltd; Parkes, Anthony: RBKCTMO Ltd; [REDACTED] Francis O'Connor; Eddie daffarn; Clifton, Jane: RBKCTMO Ltd; Robert Black; Cllr, Blakeman, Judith; Cllr, Paget-Brown, Nicholas; Cllr, Feilding-Mellen, Rock; Scrutiny: CP-PPU; skulidzan@kctmo.org.uk; Keane, Roger: HS-Housing; jburke@kctmorepairsdirect.co.uk; Pretorius, Jannie: RBKCTMO Ltd; staffordt@parliament.uk; [REDACTED] slou@kctmo.org.uk; abosman@kctmo.org.uk; abosnjakszeker@kctmo.org.uk  
**Subject:** Non-functional Lancaster West Management Association Limited(EMB)

**Dear Ms Laura Johnson and Amanda Johnson,**

Thank you for your email dated 7<sup>th</sup> August 2013. We the residents and the GTLA as an association are entitled to express our opinion on whether the standard of services the EMB Ltd provided were beneficial to us. We pay rent and service charges. We are of the opinion that the standard is well below acceptable and the EMB Ltd has got lost mandate from us. Unreasonableness of services has been highlighted in detail to the TMO- complaint procedures. We wait to hear from them in due course and we will take the necessary steps accordingly.

**Assertion from report on TMO dated 10<sup>th</sup> April 2009**

*The Adjudication Service is an impartial, independent temporary service, headed up by Maria Memoli (as Adjudication Manager), a Solicitor of the Supreme Court who holds an MBA in Change Management and is an accredited Mediator. As part of the interim arrangements, the Council appointed a temporary independent adjudicator as part of an adjudication service. This service involved the independent adjudicator discussing and documenting views of council tenants, leaseholders' and freeholders, or groups of residents who have long standing grievances, and give an independent view as well as attempt to resolve local issues where there are genuine causes for complaint.*

**Lancaster West Estate Management Board**

*"The Lancaster West Estate Management Board (LWEMB) existed before the TMO and is quite separate from the TMO. A tripartite agreement between LWEMB, the Council and the TMO sets out the management arrangements. Negotiations are on-going as to the future management of LWEMB and as yet no decisions have been made".*

*We believe none of the residents of LWE would be able to explain and understand what its mean and how it has benefiting us.*

*"LWEMB has yet to be investigated, although at the time of writing this report, a small number of freeholders have now come forward with their grievances which have been documented".*

*"Although the future management of the Lancaster West Estate Management Board is the subject of negotiation, from initial enquires made, it would appear the LWEMB is expensive to run as it has its own staff, budgets etc. The logical answer is for the TMO to take over the management but there are many hurdles to overcome".*

It was over four years ago the above recommendations and observations were made by the Local Governance Limited – under an investigation report on Kensington and Chelsea TMO, **10th April 2009**. Under no circumstances should the EMB continue to exist given that it is not beneficial to residents and community as a whole.

You are well aware of the fact for the past four years that the Grenfell Tower Leaseholders Association are working tirelessly to bring real changes for the residents of Grenfell Tower and the estate as a whole



(because of the fact our local managing agents were non-functional). It was very much recognised by the former cabinet member of Housing and Property Cllr. Tim Coleridge. Without his serious commitment, Grenfell Tower would be reduced to a slum and also the commitment of local Cllr. Judith Blakeman. We are we living in a democracy where the EMB should not be a means to secure additional, but serve the community. We also believe that and agree with our local ward councillor Judith Blakeman when she said in her email dated 17<sup>th</sup> June 2013:

***“Mr. Awoderu also refers to the need for a robust response from the “appointed managing agents”. You are all well aware that the Lancaster West Estate Management Board was not been functioning since December 2012. I have referred this to the Council, since the Council itself manages the contract with the EMB. The absence of tenant management and oversight at Lancaster West has gone on for long enough and means that residents of the Estate do not have recourse to local advocacy on their behalf. I have already asked the Council to address this and it should now be prioritised”.***

You are well aware of the fact that according to Ms Amanda Johnson in the email dated 7<sup>th</sup> August 2013 we quote, “Using the TMO’s formal complaints procedure will allow you to raise these matters on a formal footing whereby you can escalate these through the various stages to the Ombudsman if you remain unsatisfied with the TMO’s response”. We have filed a long standing complaint to KCTMO Ltd for their review before we take our genuine issues and concerns further.

Can you please explain the tenant claim form sent by Janice Jones (Estate officer) of EMB ltd to the residents of Grenfell Tower dated 18<sup>th</sup> June 2013, with reference to below:

**4. Why are you holding the council & the EMB responsible for the damages to your Belongings?**

Why was **KCTMO Ltd** not mentioned when they have been running the show and in charge of the repair and maintenance of Grenfell Tower and providing briefing of Power surges on behalf of RBKC and consultation and offered payment of good will gesture over the power surges. Enough is enough. There should only be one managing agent. what is going on? Don't try to shoot the messenger!

We wait to hear from you why it has taken so long to remedy this long standing issue over the integrity of the **Lancaster West Management Association Limited** as matter of urgency.

**Best Wishes**

**Tunde Awoderu**

**The Vice chairman**

**The Grenfell Tower Leaseholders Association**

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The Royal Borough of Kensington and Chelsea.