

To,  
The Estate officer  
Grenfell Tower  
Grenfell Road  
London  
W11 1TQ

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

26<sup>th</sup> September 2010,

Dear Estate officer,

This is regarding the letter you received on the 26<sup>th</sup> July which was actually sent on 23<sup>rd</sup> July but which I accidentally dated as 4<sup>th</sup> April 2010. However, I have written letters on 4<sup>th</sup> April 2010, 8<sup>th</sup> July 2010 and 15<sup>th</sup> July 2010 and have yet to receive a reply for them.

It seems to me that you are quick to respond to my letter but are not so keen to take any action. I find it hard to believe that you did not pick up the thick stains on the floor and I suggest you look once again. Furthermore, the floor is always sticky so you also should have noticed that. As for the smell, it occurs predominantly when someone leaves raw food out over night affecting our sleep. I also do not believe that the cleaner mops the floor every Tuesday. As I said maybe the cleaner brushes the floor briefly for about 30 seconds but the stains still remain. In the past I gave you photographic evidence about such stains and rubbish being left outside the chute. But I would like to know whether you have contacted the residents on this floor and found out who the culprit is.

I have invited you to my flat to experience the true nature of the problem. Since the chute is near to my flat, the smell from the rubbish diffuses into my flat and we have to wait until the morning for the cleaner to remove the bag. However, in the process, we are experiencing sleepless nights due to the unpleasantness of the smell. In many cases I have had to clean someone else's rubbish bags with my own hands and clean the floor in order to escape from the unbearable smell and avoid confrontation with neighbours despite it being the EMB's responsibility to keep this place neat and tidy. In addition, should I wish to report this, the out of hours services number [REDACTED] you have provided me with always goes to voicemail during out of office hours so is of little use.

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In conclusion, action needs to be taken from your end to find out who the culprits are if you have not done so already, and stop them from dumping rubbish in an anti social manner. It is imperative that you do your utmost to remove this source of serious discomfort which we have endured for numerous years, inhaling the smells from raw foods, children nappies and many other repulsive things. Furthermore, it needs to be investigated whether the cleaner does indeed clean the 15<sup>th</sup> floor every Tuesday and is so, why the stains remain. My decades of complaint have so far gone to deaf ears but in that process we have still been paying hefty service charges. I have again enclosed the latest photographic evidence dated 26<sup>th</sup> September 2010 and I advise you discuss with your cleaner how to take direct action.

Yours faithfully,

Mr Ahmed

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