

From: Complaints Team

Sent: 30 November 2016 15:51

To: [REDACTED]

Subject: Stage One complaint response ref:COM161110295 - 31 Grenfell Tower

Importance: High

Dear Mr Griffin

I confirm receipt of your complaint of 4th November 2016.

Your concerns have been logged and have been passed to our Repairs team and our Environmental Services team for investigation. Below I have set out a summary of my understanding of the complaint, the information I have in connection with your complaint and my conclusions.

Summary

On 5th September 2016 you called our Customer Services Centre to report your home had suffered a leak and caused damage to your floors and ceilings. An operative was booked to attend on 7/9/16 to investigate the extent of the damage and arrange any necessary follow on works in line with our pre inspection process. During this appointment you requested for the water damaged ceilings to be removed as soon as possible as you were concerned asbestos was present. Our operative advised although the ceiling in the hallway, bedroom and cupboard were damaged an asbestos survey would still need to be carried out in line with our process and confirmed he would report back his findings to his supervisor to arrange.

Pictures were sent to the operative's supervisor and a survey was placed on order on 30/9/2016 as a routine repair. The survey took place on the 11/10/2016.

On 30/9/16 you called our Customer Services Centre to report you were experiencing a loss of water supply and requested for a manager to return your call to discuss the matter further but no one returned your call.

Later that evening you suffered another leak and contacted our OOH services and were advised the leak was being investigated but nothing further could be done regarding the damage caused to your home until our office re opened on Monday morning.

On Monday Robert Speak, Senior Surveyor, attended to inspect the damage caused to your home. During this inspection you requested for works to be carried out to the concrete slab above your home as a preventative measure. Robert Speak advised given the circumstances water ingress through the concrete slab is part of the normal functioning of a floor slab and water will emerge through weak points, such as joints or chases for electrical cabling, but does not highlight a defect in the concrete slab.

At this point Robert Speak was aware what had caused the leak into your home but was not at liberty to disclose this information as it was a tenancy related issue, the matter was referred to our Neighbourhood Management Team to address the cause.

You asked if this problem could reoccur to which Robert advised it could as at this point we were unaware how soon appropriate measures would be put in place to prevent this from re occurring. All that remained was for us to arrange the follow on works.

A dehumidifier was supplied to your home to support the drying out process before the follow on repairs could be ordered. During this time, I am aware you had been discussing this matter with our Repairs Manager at the time, Maria Walker, who has since left the business. I am aware Maria Walker had agreed to have your flooring renewed in the hallway and carpet replaced in the bedroom.

I have today ordered the following works required to your home:

Works order reference:

201637252

Removal and replacement of water damaged ceiling in the hallway and bedroom

201637258

Removal and replacement of vinyl sheet flooring in hallway and carpet in bedroom.

This will be carried out in 2 phases, the damaged ceiling is due to be removed on 2/12/16, and the remainder of works will be undertaken by our subcontractor who will contact you directly to arrange a convenient appointment date.

With regard to your comments about bed bugs, we have received the following report from the Environmental Services team:

The RBKC's Environmental Health team carried out inspections on the 14th of September and the first treatment was booked on the 19th September and another one on 21st of September 2016 - the living room and bedroom were sprayed and the bed had been removed. Nothing for bed bugs was reported before that this year.

Bedbugs can be spread in many ways, but the most common is by the bedbug attaching themselves to a human (or their clothing) and being physically transported to another location. The purchase/ re-use of second hand furniture can also be the source of an infestation or if someone has returned from a holiday then they could be present in their suitcase. Given that the properties either side of Flat 31 Grenfell Tower have not reported a problem with bedbugs then it is unlikely that flat 31 has been affected because of a neighbouring infestation.

Conclusion

Based on the information available, I uphold your complaint as although we attended to the first report promptly, there was a delay in raising the follow on works orders. Please accept our apologies for any inconvenience it has caused you.

Your complaint will remain open until all the outstanding repairs are completed.

If you are dissatisfied with the reply, you have the option of taking it to stage two of the complaints procedure. If you do wish to progress to stage two, please outline why you feel my response is not acceptable and what you think we can do to put it right.. You can do this by writing to:

Complaints Team
Kensington & Chelsea TMO
Unit A
292 Kensal Road
London
W10 5BE

You have 20 working days in which to tell to us that you wish to proceed to the next stage of the complaints procedure. A stage two complaint is assessed by the senior manager of our department who will review the available information and the stage one decision. If you do not contact us within that time period, your complaint will be closed and we will write to you informing you that this has taken place.

Yours sincerely

Catherine Dack
Complaints Manager

Dear DANNY GRIFFIN

Reference COM161110295

Further to your stage 2 complaint in connection with a bedroom leak at your address, unfortunately we are not able to meet our response deadline of 7 February 2017 and require more time to complete our investigations.

We will endeavor to provide a full response by 17 February 2017 .

Please accept my apologies for this delay.

Yours Sincerely,

Catherine Dack

Complaints Manager

