

From: William Thompson [REDACTED]
Sent: 16 January 2017 20:57
To: Edward Daffarn.
Subject: Fwd: Councillor Blakeman re Mr Danny Griffin, 31 Grenfell Tower, W11-Stage 1 complaint COM161110295

Begin forwarded message:

From: "Judith Blakeman" <[REDACTED]>
Date: 16 January 2017 at 11:14:55 GMT
To: "'Complaints Team'" <complaints@kctmo.org.uk>
Cc: [REDACTED] "'Peter Maddison'" <pmaddison@kctmo.org.uk>, "'Claire Williams'" <clwilliams@kctmo.org.uk>, "'Millicent Williams'" <mwilliams@kctmo.org.uk>, "'Nicola Bartholomew'" <nbartholomew@kctmo.org.uk>, "'Graham Webb'" <gwebb@kctmorepairsdirect.co.uk>, <rblack@kctmo.org.uk>
Subject: Councillor Blakeman re Mr Danny Griffin, 31 Grenfell Tower, W11-Stage 1 complaint COM161110295

Dear Complaints

By e-mail dated 3 November 2016 I referred to you a very detailed complaint from Mr. Griffin dating back to 3 September 2016. The consequence of this complaint is that Mr Griffin had been obliged to sleep on the sofa in his living room and his flat was extremely damp. You responded to me on 4 November to say that Mr Griffin "would receive a response accordingly". Since then I have heard nothing from the TMO about this complaint – which was lodged at Stage One of the Complaints Procedure. As I had heard nothing more I naturally assumed that the problems had been resolved.

Mr Griffin then asked for a meeting with me, which took place last Thursday 12 January 2017, when I was horrified to hear that, although you have closed the complaint, he is still sleeping on the sofa in his living room and cannot buy a replacement bed as he is still unable to use his bedroom.

On 30 November 2016 you responded to Mr Griffin closing his complaint, although the works needed to bring his home to an habitable standard had not been completed. Mr Griffin was given until 29 December 2016 to refer the complaint to Stage Two, despite the fact that the repairs to his flat had not been carried out nor signed off by a surveyor as satisfactorily completed.

Consequently, I am now referring this complaint to Stage Two on behalf of Mr Griffin.

Amongst other issues, the 30 November response also highlighted the inadequacy of the TMO's out of hours service, when Mr Griffin was told that although he had a loss of water supply at the weekend followed by a leak, the problems could not be addressed until the following week.

Your reply to me below says that Mr Griffin "has been contacted by our Repairs Team", but Mr Griffin says that he was not contacted and he has had to initiate all telephone contact. During one of his many attempts to initiate a discussion about the disrepair, he spoke to "Eric", who put him on hold while he checked the situation. Mr Griffin held on for 20 minutes and then gave up. He rang back and this time spoke to Victoria (formerly of the Lancaster West EMB office) who told him that "Eric" had raised the job and then gone to take a break (without reverting to Mr Griffin, who was still hanging on).

Mr Griffin showed me photographs of all the unfinished work in his flat, so I do not expect you to advise that he must revert to Stage One of the Complaints Procedure (as has happened in similar instances).

The problems at his flat include:

- Ceilings scraped of Artex in the hallway and bedroom but not re-plastered and made ready for redecoration
- A light left dangling from the ceiling
- The carpet removed from his bedroom and the floor now bare
- A recurrence of the situation where the water supply was lost and then followed by a leak
- And having still to store his belongings in bags.

In the response to Stage Two, Mr Griffin will require an assurance that the works to his home will be carried out as quickly as possible and will be signed off by a surveyor as being satisfactorily completed *before* his complaint is closed. Given the recurrence of the lost water supply followed by a leak, this suggests also an underlying problem with the water supply that is not being addressed. This must also be resolved satisfactorily.

Mr Griffin has undertaken to carry out the redecorations to his home once this is possible himself, so he will require compensation for the time spent without a usable bedroom, loss of his carpet and also payment for decorating materials.

When you respond, can you please also reply to me. The TMO's new practice of not sending substantive responses to councillors' complaints and enquiries is unhelpful. If we have no substantive reply then we assume that problems have been properly resolved. This is proving not to be the situation in a number of cases and we will be raising this with the TMO management following a discussion at our next Labour Group meeting.

Councillor Judith Blakeman

From: Complaints Team [<mailto:complaints@kctmo.org.uk>]

Sent: 04 November 2016 16:04

To: [REDACTED]

Subject: Councillor Blakeman re Mr Danny Griffin, 31 Grenfell Tower, W11-Stage 1 complaint

COM161110295

Importance: High

Dear Councillor Blakeman

Thank you for your communication with regard to Danny Griffin of 31 Grenfell Tower and I am sorry to hear about issues raised.

We have registered Mr Griffin's concerns as a Stage 1 complaint and he has been contacted by our Repairs Team today to discuss his complaint. Mr Griffin will receive a response accordingly.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



www.kctmo.org.uk

292a Kensal Road, London W10 5BE

Before printing, please think about the environment

From: Judith Blakeman [REDACTED]

Sent: 03 November 2016 17:12

To: Complaints Team <complaints@kctmo.org.uk>

Cc: [REDACTED] Peter Maddison

<pmaddison@kctmo.org.uk>; Claire Williams <clwilliams@kctmo.org.uk>; Millicent Williams

<mwilliams@kctmo.org.uk>; Nicola Bartholomew <nbartholomew@kctmo.org.uk>; Graham Webb

<gwebb@kctmorepairsdirect.co.uk>; Complaints_Dist2 <Complaints_Dist2@kctmo.org.uk>

Subject: ExternalRE: Mr Danny Griffin, 31 Grenfell Tower, W11

Importance: High

Dear Complaints

I am now able to let you have more detail about this complaint in Mr Griffin's own words. The situation sounds truly dreadful and he has clearly been trying to get some action from the TMO for much longer than I had thought.

Please read his complaint and take immediate action to deal with all his difficulties.

Cllr Judith Blakeman

Dear Cllr Blakeman

Firstly can I thank you for helping me at this very stressful time for me. On Saturday 3/9/16 and Sunday 4/09/16 I was sitting at home when I heard water dropping on to my floor, I called upstairs to no 41 thinking that the occupant had left some water running. When I knocked the lady tenant invited me in, When inside she showed me that she was having the same problem as myself, she informed me that she had called the out of hours helpline. She was told someone was on site to sort this leak out, nobody called at my home at any time over the weekend.

On Monday 5/09/16 I called the TMO to report the situation, I then arranged for someone to call around and view the damage for themselves. However the person who I saw was a workman who took pictures of the bedroom ceiling and hallway ceiling. He sent the photos to his boss who I do not have a name for.

After a couple off weeks I contacted the TMO again to find out was happening. I was told the report was not ready and to call back again in a few days (I don't know why I had to do all the calling - typical TMO). When I managed to find out what was happening it was arranged for someone to call around and inspect the bedroom ceiling for asbestos. This was on the 11/10/16. I still have not heard anything about the sample taken.

I also discovered a massive bed-bug problem. I contacted the TMO to inform them of the problem, they sent my details to the pest control. They contacted me by post.

There was an appointment made for a survey to be carried out on the 14/09/16. Following this visit two other appointments were made for the 21/09/16 and also on the 19/10/16. These appointments were to carry out a spraying treatment which meant I had to stay out of the flat for five hours after each treatment.

After the second treatment I was advised to disregard the bed and not to buy a new [one] in case the pest control people needed to do another treatment. All during this happening I been sleeping on my sofa. I am type two diabetic, as well as having high [blood] pressure. I feel really down for the last two months and then on Friday the 28/09/16 and Saturday 29/09/16 I came home from work to find my flat flooded again.

On the same Friday morning I got up to go work only to find there was no water what so ever in my flat. I went to work and phoned the TMO at 9.00am. I informed them about the water situation. I also told them I was going to get flooded again because this what happened after the first time. The person I spoke to didn't understand what I was trying to explain. I asked him to get one of the managers to call me back, no one did call back. I called the TMO on the Friday night after finding the water pouring into my flat. The person told me that they couldn't do anything until Monday.

On 31/09/16 I again had to call Millicent Williams after finding out that she was the housing officer. She told me that she and a surveyor was calling to each property that had been affected. When the surveyor called he held his damp metre on the ceiling and carpet which immediately went red indicating high levels of water present. I explained to the surveyor that the leak runs in straight line indicating that there is a problem with the concrete slab which would be my ceiling.

He told me that he could not do anything about it so when I said I could come home tomorrow and the same thing could happen again he said yes. I told him I could not carry on living like this not knowing what I was going to walk into after work every evening.

Millicent Williams came to my flat. I had to ask her to come in and see what was going on. She had no interest whatsoever. While she was there I told her I had enough of living like this and that I wanted to be rehoused. She told me to contact the housing department at the town hall.

When I contacted the town hall I spoke to a lady by the name of Tracy. She told me that if I came to the town hall I would have two options. The first one was to re-join the waiting list and wait for years, the other being that I would be put into temporary accommodation. Either of these situations would mean losing my sitting tenancy. I found Tracy really helpful.

I phoned Millicent Williams yesterday 2/10/16 and told her I could not stay in this flat any longer. She told me she was going to speak to someone and get back to me. As of time of sending this e-mail [14.47 on 3 November] I still have not heard back (not surprised). Sorry for the long e-mail but thank you so much.

Danny

From: Judith Blakeman [REDACTED]
Sent: 03 November 2016 13:51
To: Complaints@kctmo.org.uk
Cc: [REDACTED] Peter Maddison
(pmaddison@kctmo.org.uk); Claire Williams (clwilliams@kctmo.org.uk); mwilliams@kctmo.org.uk;
Nicola Bartholomew (nbartholomew@kctmo.org.uk)
Subject: RE: Mr Danny Griffin, 3 Grenfell Tower, W11

There was a typo in the heading and Mr Griffin's address is 31 Grenfell Tower, not 3.

JB

From: Judith Blakeman [REDACTED]
Sent: 03 November 2016 10:22
To: Complaints@kctmo.org.uk
Cc: [REDACTED] Peter Maddison
(pmaddison@kctmo.org.uk); Claire Williams (clwilliams@kctmo.org.uk); mwilliams@kctmo.org.uk;
Nicola Bartholomew (nbartholomew@kctmo.org.uk)
Subject: Mr Danny Griffin, 3 Grenfell Tower, W11
Importance: High

Dear Complaints

Mr Griffin's flat has been flooded twice. A contractor sent by the TMO visited with a damp meter and confirmed that there are problems in his home. Mr Griffin was advised that the carpet in his bedroom will be removed, the lino in the kitchen likewise and the mould will be addressed with the introduction of a dehumidifier. No date has been given for all these works, although they are clearly urgent.

Part of the ceiling in his bedroom and the hallway are also sagging and some of the ceiling has been removed to check for the presence of asbestos. This gap has been covered with gaffer tape. Is this an appropriate action where asbestos is suspected?

He has also had three visits from pest control as bed bugs have somehow got into his home and infested a nearly new bed, which he has had to dump. He is currently sleeping on his sofa. Can you please let him have an insurance claim form to progress this problem?

Mr Griffin is unwell; he has [REDACTED] and is becoming depressed because of these issues at his home. The problems are placing immense strain upon him and they must be addressed swiftly and effectively.

Please let him and me have a time frame for the effective completion of all these works. I am also copying Mr. Thompson into this complaint, since he referred it to me on behalf of Mr Griffin.

Cllr Judith Blakeman