

GRENFELL TOWER PUBLIC INQUIRY

EXHIBIT MMFA/12

This is “**Exhibit MMFA/12**” referred to in the Second Witness Statement of Manuel Miguel Ferreira Alves.

Dated: this 25th day of February 2020

From: "Jannie Pretorius" <jpretorius@kctmo.org.uk>
To: "Miguel Alves" [REDACTED]
Subject: RE: complain Grenfell Tower Service Charge

Dear Mr Alves

Please see attached response to the queries raised below.

Do not hesitate to contact me if you have any further queries.

Regards

Jannie Pretorius
Home Ownership Officer

[REDACTED]
www.kctmo.org.uk
292a Kensal Road, London W10 5BE
☐ Before printing, please think about the environment

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

From: Miguel Alves [REDACTED]
Sent: 02 December 2013 22:14
To: Jannie Pretorius; Siobhan Rumble; home ownership
Subject: Re: complain Grenfell Tower Service Charge

Dear Jannie Pretorius,
Thank you for the copy of the of the invoices related to the service charge final account 2012/2013. Can you please review the following invoices.

1. Invoice No. 1953 17/01/2013
Invoice No. 25873 30/11/2012
Invoice No. 26637 28/02/2013
Invoice No. 26386 30/01/2013
Invoice No. 26446 30/01/2013
Invoice No. 26884 25/03/2013
Invoice No. 11910 30/10/2012
Invoice No. 132742 18/04/2012
Invoice No.1608 11/05/2012
Invoice No.1871 07/11/2012
Invoice No. 1589 18/04/2012
Invoice No. 133975 22/06/2012
Invoice No. 1108 12/03/2012

I would like to bring to your attention that the things bought for the Reception should also be divided throughout the whole of Lancaster West Estate rather than just Grenfell Tower as the reception is for everyone in the estate and therefore I would like to understand why we have to pay for it ourselves.

I would like to compare this with the invoice where the CCTV was not working in Clarendon Walk and it was debited in Lancaster West Estate service charge. Invoice No. 1870 4/11/2012.

- 2. Invoice No.135666 14/09/2012
- Invoice No. 11367 17/05/2012
- Invoice No. 090488 28/06/2012
- Invoice No. 288360 19/07/2012

I would like to bring to your attention that we should not be paying for the maintenance of the office in our service charge and instead, TMO should pay for it as we have to pay for our own maintenance inside the flats. I believe that we should make use of TMO's funds as it is their responsibility to take care of the well being and maintenance of the office area. Also office cleaning should be paid for by TMO as it is not our responsibility for the office space as it is run by TMO and not us.

- 3. Invoice No. 133940 21/06/2012
- Invoice No. 133947 21/06/2012
- Invoice No. 135094
- Invoice No.132907 25/04/2012
- Invoice No. 133461 18/04/2012
- Invoice No. 135724 20/09/2012
- Invoice No. 134548 16/07/2012
- Invoice No. 134517 16/07/2012
- Invoice No. 132374 30/03/2012

I would like to bring to your attention that most of the call outs for engineers and technicians to deal with the electrics, change bulbs etc. are being charged as out of hours. This would not be much of an issue if it was a one time thing, however this seems to be a recurring event which is doubling the amount of money that the company is charging. For that reason I would like you to revise these and make amends so that we as leaseholders are not being charged for unnecessary reasons when it could be done during normal hours and have the cost reduced to normal working hours. According to Invoice No. 133940 21/06/2012 a fallout in normal hours is £47.43 whereas an out of hours callout on Invoice No. 133947 21/06/2012 was charged at £89.59, almost double the previous amount. Also on Invoice No. 135666 as previously mentioned, the electricians came to change the tubes when the kitchen was supposedly meant to be closed.

- 4. Invoice No. 123759 28/03/2012

K&C Invoice P5 K008696
TMO order No. 201218696 15/08/2012 Flat 408 hurstway Walk

I would like to know the justification of buying certain equipment. I would like to know the reason why these are being bought as clarification. Also, in Invoice No. 123759 28/03/2012 where a lock had to be renewed and it was placed in the service. I believe however that the individual of this flat should pay instead of the whole estate because otherwise I could also ask for the estate to pay for the exchange of my door locks.

5. Invoice No. 108895 08/11/2011
Invoice No. 30595 27/03/2013
Invoice No. 30268 11/07/2012
Invoice No. 30274 17/07/2012
Invoice No. 30273 17/07/2012
Invoice No. 301226 27/03/2013
Invoice No. 30404 30/09/2012
Invoice No. 5564 14/12/2012
Invoice No. 30137 30/04/2012
Invoice No. 30267 11/07/2012
Invoice No. 30183 31/05/2012
Invoice No. 30359 31/08/2012
Invoice No. 30266 11/07/2012
Invoice No. 30229 30/06/2012
Invoice No. 30275 17/07/2012
Invoice No. 30309 31/07/2012

I would like to also bring to your attention the various upgrades made to the sites around Lancaster West Estate in the gardens which we have to pay yet we have no use to them. The gardens are closed off for us and we have no access to them and yet we still have to pay for their maintenance even though we lost our own garden to the school project. Also, I would like to understand the why of paying such an absurd amount of money on the play equipment which to my knowledge does not exist as the previous one was lost to the school project and the Invoice No. 30595 27/03/2013 shows that it was paid for after the school project began and therefore we should not be responsible for this and leave the project to pay for the relocation of the play area.

Yours sincerely
M. Alves
GTLA member

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