

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

**From:** William Thompson [mailto: [REDACTED]]  
**Sent:** 23 February 2016 17:27  
**To:** Edward Daffarn  
**Subject:** Re:

Hi Ed, sorry to hear neither you or David will be at the meeting later, I will only be able to stay for a short while myself but I believe Marcio and Judith Blakeman will be there so that's something I suppose, speak soon.  
Willie.

Sent from my iPhone

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

**From:** Edward Daffarn [mailto: [REDACTED]]  
**Sent:** 23 February 2016 17:14  
**To:** William Thompson  
**Subject:** Re:

Dear Willie,  
Just to let you know that I have passed on the email you sent me to David as I can't make tonight's meeting.  
It would be good to catch up with you and have a chat.  
I spoke with the caretaker today who told me that Siobhan's last day was on Friday and that the old furniture in the entrance hallway will be removed tomorrow.  
Hope you and the family are all well.  
Best,  
Ed

**From:** William Thompson < [REDACTED] >  
**Sent:** 22 February 2016 21:50  
**To:** Edward Daffarn.  
**Subject:** Fwd: Flat 196 Grenfell Tower

Sent from my iPhone

Begin forwarded message:

**From:** Mariem Elgwahry < [REDACTED] >  
**Date:** 22 February 2016 at 20:34:13 GMT  
**To:** William Thompson < [REDACTED] >  
**Subject:** Flat 196 Grenfell Tower

Hey Willi,

Was good to see you this evening!

I really appreciate you passing forward my concerns on the aftermath of fitting the new boiler and windows as I am unable to attend the meeting tomorrow.

Since fitting the boiler we have had difficulty sleeping due to the noise the boiler makes. There is a loud buzzing noise which gets much worse in the evening and prevents both me and mother from sleeping. I raised this issue with Rydon on numerous occasions and until today they still don't know how to fix it. A simple answer as "we do not know what this could be" is just not good enough. The way it feels now is that Rydon are trying to fob us off as they don't have the answer and are now saying they have put a request for the contractor to come back and take a look however they can not give me a date or time as to when I will be hearing back from them. It has been so bad that my mum needs to wear ear plugs to try and help her sleep along with leaving the bedroom window open so the street noise can drown out the noise from the boiler.

On another note I mentioned that the windows let in a breeze and you can hear a whistling noise, this should not happen with double glazed windows. When raised to Rydon someone came up and accused me of not closing the flap at the top - this was a false accusation and once again I was fobbed off. Another incident happened where the window in my living completely came off the hinges and nearly hurt me and my mum as it was hanging off. We had to wait all weekend in the freezing winter for Rydon to get back in on Monday to only come in and accuse me of pulling at the window too hard. I wouldn't like to say I am weak but there is no way possible that I could have pulled the window hard enough for it to completely come off its hinges!

I would really appreciate it if someone from the TMO can get back to me on this and if this can be raised in the meeting tomorrow.

Please feel free to forward my email and contact number to the relevant member tomorrow.

Many thanks  
Mariem  
[REDACTED]