

From: LeVerne.Parker@rbkc.gov.uk
Sent: Tue 29/09/2015 15:25
To: [REDACTED]
Cc: Robin.Yu@rbkc.gov.uk
Subject: Freedom of Information Act request (Ref: 2015-1071) - Internal Review

Dear Mr Daffarn

Thank you for your request for an internal review of 4 September 2015. The internal review relates to your request for information made on 20 August 2015 and to which Mr Yu responded by way of his email of 3 September 2015. I am the Council's Monitoring Officer and the person responsible for dealing with internal reviews.

Your request was for *“any correspondence, minutes of meetings, record of telephone conversations, etc between the Royal Borough of Kensington and Chelsea and the Royal Mail concerning the re-numbering of floors at Grenfell Tower”*.

Mr Yu provided a copy of emails between Mr Robertson, in the Planning department, and the Royal Mail as part of his response to your FOI request

I have asked the relevant officers in the Planning Department and the TMO to check again whether there is any other information which falls within the ambit of your request and I am satisfied that there is not. I have however been provided with a copy of emails between Mr Robertson and the Royal Mail sent after your request for a review which are attached.

Although not part of my review you question the reason for the re-numbering of the floors. I am advised this was required because of the works to Grenfell Tower and the addition of commercial and residential units. The correspondence with the Royal Mail is connection with the allocation of post codes.

This concludes my internal review but if you are dissatisfied with the response you may appeal to the Information Commissioner at:

The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: [REDACTED]

Website: <http://www.ico.org.uk>.

Yours sincerely

LeVerne Parker
Chief Solicitor (Property and Planning)
Tri-Borough Shared Legal Services
Email: leverne.parker@rbkc.gov.uk

Robin.Yu@rbkc.gov.uk
Mon 07/09/2015 10:05

To: [REDACTED]

Subject: RE: Freedom of Information Act request (Ref: 2015-1071) Response

Dear Mr. Daffarn

I acknowledge receipt of your request for internal review received on 4 September 2015, which will be forwarded to the Chief Solicitor and Monitoring Officer to conduct.

There is no statutory deadline for internal reviews but we aim to respond within 20 working days as recommended by the Information Commissioner's Office. Therefore we will aim to respond by 2 October.

Yours sincerely

Robin Yu

Information Protection Assistant
Shared ICT Service
The Royal Borough of Kensington and Chelsea
The Town Hall, Hornton Street, London W8 7NX
Tel: [REDACTED]

Email: robin.yu@rbkc.gov.uk | Website: <http://www.rbkc.gov.uk>

From: Edward Daffarn [[mailto:\[REDACTED\]](mailto:[REDACTED])]

Sent: 04 September 2015 11:55

To: Yu, Robin: CP-ISD

Subject: RE: Freedom of Information Act request (Ref: 2015-1071) Response

Dear Mr Yu,

I would like to officially complain about the lack of correspondence contained in the RBKC response to my request for information regarding the change of floor numbers at Grenfell Tower.

I had expected to be supplied with a trail of emails between the Royal Mail and RBKC that dealt with the addition of two floors to Grenfell Tower as a result of the Improvement Works.

Residents have been informed by Peter Maddison from the TMO that the decision to re-number our floors in Grenfell Tower was forced upon the RBKC and the TMO by the Royal Mail and my original Fol request sought to obtain correspondence between the RBKC and the Royal Mail that would provide evidence that corroborated Mr Maddison's statement. However, the correspondence contained below shows no evidence that a conversation ever took place between the Royal Mail and RBKC and, instead, shows that the RBKC Planning Dept made the decision to re-number the floor numbers without consulting Royal Mail (or, indeed, Grenfell Tower residents)?

Please can you forward this email as a complaint as I believe that the RBKC is withholding information related to the change in floor numbers or that a senior TMO manager has claimed that correspondence exists that, in fact, does not?.

Residents have been told the decision was made to change our floor numbers under the express direction of the Royal Mail and I would like RBKC to provide me with any additional

email correspondence, minutes from meetings, records of telephone calls, etc related to the change of floor numbers at Grenfell Tower between Royal Mail and RBKC?

Thank you for your assistance with this matter.

Regards,

Edward Daffarn

134 Grenfell Tower

To: [REDACTED]

Subject: Freedom of Information Act request (Ref: 2015-1071) Response

Date: Thu, 3 Sep 2015 07:04:13 +0000

Dear Mr. Daffarn

FREEDOM OF INFORMATION REQUEST REF: 2015-1071

I am responding to your request under the Freedom of Information Act 2000, which we received on 20 August 2015, for information held by the Council. You requested:

Please can I request under Freedom of Information legislation any correspondence, minutes of meetings, record of telephone conversations, etc between the Royal Borough of Kensington and Chelsea and the Royal Mail concerning the re-numbering of floors at Grenfell Tower?

I confirm that we hold email correspondence in relation to your request, please see attached.

Complaints

I trust this has satisfied your request. Should you be unhappy with the handling of your request, the Council has an internal complaints process for handling FOIA complaints. Complaints are reviewed by the Chief Solicitor and Monitoring Officer or her nominee. A form is available from our website to lodge your complaint <http://www.rbkc.gov.uk/councilanddemocracy/freedomofinformation.aspx> Please contact us if you do not have website access and we can provide you with a copy of the form. Following this review, should you still be unhappy with how your information request has been handled, you have a further right to appeal to the Information Commissioner who is responsible for ensuring compliance with FOIA.

Yours sincerely

Robin Yu

Information Protection Assistant

Shared ICT Service

The Royal Borough of Kensington and Chelsea

The Town Hall, Hornton Street, London W8 7NX

Tel: [REDACTED]

Email: robin.yu@rbkc.gov.uk | Website: <http://www.rbkc.gov.uk>

From: Robin.Yu@rbkc.gov.uk
Sent: Thu 20/08/2015 14:59
To: [REDACTED]
Subject: RE: FoI Request

Dear Mr. Daffarn

FREEDOM OF INFORMATION ACT REQUEST REF: 2015-1071

I am writing to confirm that we received your information request on 20 August 2015. For your information and future communications your request has been allocated the reference number FOI2015-1071. Please quote this reference in any future correspondence.

We will consider your request and respond in accordance with the requirements of the Freedom of Information Act 2000. Our duty is to respond promptly or at least within 20 working days.

Yours sincerely

Robin Yu
Information Protection Assistant
Shared ICT Service
The Royal Borough of Kensington and Chelsea
The Town Hall, Hornton Street, London W8 7NX
Tel: [REDACTED]

Email: robin.yu@rbkc.gov.uk | Website: <http://www.rbkc.gov.uk>

From: Edward Daffarn [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: 20 August 2015 14:47
To: Yu, Robin: CP-ISD
Subject: Re: FoI Request

Dear Mr Yu,
Please can I request under Freedom of Information legislation any correspondence, minutes of meetings, record of telephone conversations, etc between the Royal Borough of Kensington and Chelsea and the Royal Mail concerning the re-numbering of floors at Grenfell Tower?

Thank you for considering this request.

Kind regards,
Edward Daffarn

From: David Collins [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: 11 August 2015 12:17
To: Judith Blakeman; 'Peter Maddison'
Cc: 'councillor blakeman'; 'Yvonne Birch'; 'Sacha Jevans'; 'Samantha DeHaan'; 'Janet Edwards'
Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Judith & Peter,

Thank you for the willingness to meet this week. However, it is not right for us to meet with you tomorrow without giving residents notice that we are doing so, giving people the opportunity to attend or contribute - particularly as we don't have a Compact and its representatives in place yet. One day is not a fair amount of notice for us to give to residents, so I need to decline meeting tomorrow. Please accept my apologies for getting you excited and all set up to meet!

As it is holiday season our meetings are not happening every week in August, and as you are on holiday next week Peter, please would you both like to attend a meeting on 2nd September (again at 645 in the Community Rooms opposite the base of Grenfell Tower)? If that date does not work, the 9th September?

In the meantime, below are a list of issues which residents have raised, in the form of a number of requests. These are listed in no order of importance. Eight of these were raised with Councillor Atkinson on Saturday 8th August. This list may not be exhaustive (i.e. when we meet with a wider group there may be more issues forthcoming). However, addressing them would go a long way towards working together with residents.

There are a number of issues here, some small or simple to address and others more complicated. By sending you these now it will give us all chance to get ahead of things, and for you to be aware of the problems people would like to see addressed, before you meet with a group of residents. Thank you again for acting on some of the issues we have already raised and discussed, such as making sure the security door cannot be simply pinned open anymore.

1. There remain residents who feel they were pressured to have the HIU in their hallways; that they would have lost their tenancy if they said no to it. One woman came to Councillor Atkinson's surgery on Saturday morning, but left before speaking to him. I saw her later that weekend and she is still scared that she will lose her tenancy if she speaks up. She also is not happy with the HIU in its hallway location. She said she walks / bumps in to it, and that one of the workmen walked in to it also when he came to do some more of the work in her home. She knows there is a plan to box the HIU in the hallway, but is concerned it will be an even larger obstruction then. She would like to say she always wanted the HIU in her kitchen, but is scared. There are other people who feel similarly, and who remain scared to come forward and say what they feel or want for fear of retribution. Please could you think about how to address and communicate with people in this situation and feeling this way? The following request may partly address them.
2. Please could Judith and Robert please write to all residents in the tower to let them know what you have already done to respond to the concerns of people living here, and how you can further represent others who are feeling reluctant or scared to come forward? I believe you sent to me (and others) drafts of a couple of letters which could have gone out to all residents. These letters were very clear and powerful, and I think it would make a difference for you to communicate with all residents about what has happened and is happening. If help is required to circulate those letters a group of us here would help – from experience, it takes about 20 minutes for one person to post letters to every home. Alternatively, if the Councillors could go door knocking to find out if people have unresolved issues about the works that would be even more useful.

3. A recent “Approval form for Heat Interface Unit installation in kitchen at Grenfell Tower” was sent out by TMO to leaseholders and tenants (image attached). As discussed with Councillor Atkinson, Paragraph 7 needs complete reconsideration please, as it is not acceptable.
4. We would like to set up regular monthly meetings between TMO (Peter Maddison) and residents for the life of the construction works, beginning now. This can be facilitated through the Compact once it is formalised. This could also include a senior Rydon representative. The purpose being to have the project run as smoothly as possible, and to have us work well together. Please use us as a residents group and work with us. We believe that by consulting with us, outcomes will be achieved more easily. For instance, the form mentioned in 3 above could have been run past a residents group before being sent out, which would have helped to avoid the negative reception it has received.
5. Please could you provide the current (if revised) scheduled completion date for the works?
6. Has Simon, the previous Rydon Site Manager, been removed from the project and /or made redundant by Rydon?
7. Peter, you previously said there would be an independent investigation carried out to assess the safety and risks associated with the HIU location in the hallway, particularly it’s close proximity to electrics and a fuse box (which seems even more important if people are walking and bumping in to their HIUs). Please could you provide an update on this, in relation to both one and two bedroom flats?
8. Please could an update be provided as to the investigations in to complaints of harassment and threats by Rydon (and to a lesser extent TMO) employees? Simon Lawrence promised he would follow up any such matters with the serious intent with which they deserve, and a number of residents raised these matters at a meeting in Flat 145 on Saturday 11th July (he wrote down the flat numbers for some of the people raising such experiences).
9. Please could Rydon employ the practice of mopping landing floors at the end of the day when they have been working extensively (particularly drilling) on a particular floor? When they do not, or when they simply sweep up the large bits of rubble without mopping, then dust is being spread throughout people’s homes.
10. Please could the blue cover being used within the lift during the working day be cleaned?
11. Please could the blue lift cover be removed each weekend (this is now happening much more regularly again, thank you, but can it continue with regularity)?
12. Please could the working times be clarified, particularly the hours when drilling can take place and when it cannot?
13. Please could workmen not have foul, abusive or sexual conversations when working on the climbers outside of the building, or when working internally (from what I hear it is more a problem with the workers on the outside of the building, they may not realise all of their conversations can be heard inside people’s homes)? These conversations are understandably something the workmen may wish to have, just not outside people’s homes please. Please could workmen also not play music outside people’s homes too? Again, some have been listening to music full of swearing, etc.
14. Once the work begins to install HIU’s in people’s kitchens / hall cupboards there is going to be disruption in terms of people not having hot water in their homes for up to five days. Please can it be arranged so that people have access to the Sports Centre for showers, etc?

15. Please could the altered numbering in the lifts be unaltered? It is making no sense to people visiting the tower, people's visitors and delivery drivers are getting lost looking for flats, etc. It is never going to make sense for floor numbers not to match flat numbers. Please can the floor numbers be changed back to reflect the flat numbers, and a new way to number the two new floors be found?
16. Also, please can the red lights in one of the lifts be changed to blue as all the others?
17. Please could we have a notice board within the reception area of Grenfell Tower for the Compact to use to communicate with all residents in future, so that we can organise events, let people know what is happening, display newsletters, etc?

Looking forward to seeing you again soon, and moving all of this forward. As mentioned previously, our group is not going to meet now until the 19th August, and then we meet again on the 2nd September, when I hope you can join us.

Best Wishes,

David