

From: [REDACTED]  
To: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)  
CC: [REDACTED]  
[srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)  
Subject: Re: Grenfell Action Group  
Date: Thu, 2 Aug 2012 10:35:55 +0100

Dear Janet,  
The Grenfell action Group are in the process of registering with K and C Council as a Resident Association.  
Please could you send me the form to apply for the same status from the TMO.  
Thanks for your assistance with this matter.  
Regards,  
Edward Daffarn  
Grenfell Action Group

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**From:** Eddie daffarn [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 08 August 2012 08:57  
**To:** Janet Edwards  
**Cc:** Francis verity action group; teresa miles emb; bernie emb; Siobhan Rumble; councillor blakeman; caeli rbkc engagement team  
**Subject:** FW: Grenfell Action Group

Dear Janet,  
Please can you respond to the email that was sent to you on Thursday last week as we are keen to proceed and register the Grenfell Action Group as a residents association.  
Kind regards,  
Edward Daffarn  
Grenfell Action Group  
<http://grenfellactiongroup.wordpress.com/>

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From: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)  
To: [REDACTED]  
CC: [REDACTED]  
[srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk); [caeli.christianson@rbkc.gov.uk](mailto:caeli.christianson@rbkc.gov.uk); [ybirch@kctmo.org.uk](mailto:ybirch@kctmo.org.uk)  
Date: Wed, 8 Aug 2012 12:39:12 +0100  
Subject: RE: Grenfell Action Group

Dear Eddie

Apologies for the delay in responding. I have discussed the matter with my manager, Yvonne Birch, and would advise as follows. The TMO would be unable to recognise the Grenfell Action Group as a residents' association in its own right as there is already an active RA in existence at Lancaster West Estate at which Grenfell Tower is located. I would also advise that the TMO have no objection to the Grenfell Action Group becoming a sub-group of the existing Lancaster West RA.

Many thanks.

Janet Edwards  
Resident Engagement Manager  
K&C TMO

292a Kensal Road  
London W10 5BE

Tel: [redacted] begin\_of\_the\_skype\_highlighting [redacted]  
[redacted] end\_of\_the\_skype\_highlighting  
e-mail: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)



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**From:** Eddie daffarn [mailto:[redacted]]  
**Sent:** 09 August 2012 07:33  
**To:** janet edwards tmo  
**Cc:** Francis verity action group; teresa miles emb; bernie emb; siobhan tmo; councillor blakeman; caeli rbkc engagement team; ybirsch@kctmo.org.uk  
**Subject:** RE: Grenfell Action Group

Dear Janet,

The Grenfell Action Group fail to understand the logic or justice behind Yvonne Birch's decision to exclude our Group from obtaining individual RA status.

Bearing in mind that we live on a housing estate that contains over 1000 individual households, please can you send me the TMO guidance on community involvement that states that only one recognised RA may exist to represent the diverse views of these many residents?

The decision for the TMO to deny the Grenfell Action Group status as a recognised RA seems most discriminatory and contrary to the ethos of resident involvement (something we believed that the TMO were trying to encourage).

The Grenfell Action Group have worked in harmony with the Lancaster West RA since our inception two years ago and, if they don't have a problem with another RA operating on Lancaster West Estate, then it seems churlish and prejudicial of the TMO not to want to recognise the Grenfell Action Group as a positive force for residents in our own right.

We also believe that the TMO Resident Engagement Team should be supporting our efforts to form as an official RA to represent residents and should not try and negate or oppress these aims.

If K and C Council have had no problem recognising us as a RA why is our existence such a problem for the TMO?

The Grenfell Action Group request that the TMO reconsider their decision and recognise the Grenfell Action Group as an active and vital RA forthwith!

Regards,

Edward Daffarn

Grenfell Action Group.

<http://grenfellactiongroup.wordpress.com/>

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**From:** Janet Edwards [mailto:[jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)]

**Sent:** 13 August 2012 12:39

**To:** 'Eddie daffarn'

**Cc:** Francis verity action group; teresa miles emb; bernie emb; Siobhan Rumble; councillor blakeman; caeli rbkc engagement team; Yvonne Birch

**Subject:** RE: Grenfell Action Group

Dear Eddie

I note your comments, and attach a copy of the TMO's Guide to Setting up an RA as requested.

I would advise that we actively encourage participation from our residents in all of our involvement areas, and support residents on relevant issues relating to their property/estate.

We have discussed the matter with Siobhan Rumble who will be writing to you shortly with a suggested way forward in this matter.

Many thanks

Janet Edwards  
Resident Engagement Manager  
K&C TMO  
292a Kensal Road  
London W10 5BE

Tel: [REDACTED]  
e-mail: jedwards@kctmo.org.uk



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### GUIDE TO YOUR RESIDENTS ASSOCIATION.

THE MAIN REASONS FOR SETTING UP A RESIDENTS ASSOCIATION SHOULD BE:

- That a partnership approach is setup with the objective of creating a sense of community and working relationship between residents and the TMO
- Ensure information and consultation is provided to all residents
- The residents association play an active role in monitoring the quality of local services provided by the TMO
- The residents association and the TMO encourage all residents to become involved in bringing improvements to their homes and immediate environment
- Promote and encourage a standard of service, respect and courtesy expected from the residents association committee members and the TMO officers

- To enable the association to attend a number of meetings to ensure that issues affecting the block at a local level are highlighted and that the association play an active role in looking at specific borough wide housing issues within the TMO

Every association requires a committee and the committee is there to represent all the people who are residents within the property / estate.

The main officers of the committee are:

- Chair
- Secretary
- Treasurer

Many associations also have a Vice Chair

The Chairs main duties are:

- To guide the association to achieve its aims
- To chair the meetings of the association
- Be aware of all the activities carried out by the association
- To act as spokesperson for the group at external meetings/consultation processes
- To make sure all issues /agendas items are discussed
- Any decisions made are recorded
- Make sure everyone gets an opportunity to contribute to any discussions and / or decisions.

The secretary's main duties include:

- Taking minutes of meetings (taking a written record of any decisions made)
- Letting people know when and where the next meeting is and what it is about
- Helping the Chair to prepare agendas for meetings
- Writing and receiving letters on behalf of the association
- Keeping members informed of any correspondence that has been sent out and received
- Keeping a record of membership, important phone numbers and any other relevant contact details.

The secretary's duties can be very varied and quite time-consuming. It is important to remember every committee member is a volunteer and some of the secretarial jobs could be divided amongst other people. For example; there could be a person who only takes the minutes at meetings, or hold the position of membership secretary only. Such posts will be decided upon by the size of your group, the amount of time people are available, the skills they have and what they may like doing.

The Treasurer:

The Treasurer is the person with overall responsibility for the association's finances. Again, the amount of work involved will vary according to the size of the association, and the amount of money that is received and spent. The principles of the duties are always the same.

The Treasurer must:

- Open a bank account
- Pay all money received into the bank and keep a record of all monies received and issue receipts as appropriate
- Pay any bills (stationary, room hire, postage etc)
- Keep an account book
- Prepare statements to the committee and for the annual general meeting (the accounts will need to be independently audited for the purposes of the AGM and when applying for the annual grant or the 'setup' grant for new associations.

The Treasurer should never be the only person who signs the cheques. A good Treasurer will be keen to make sure at least one other committee member has to sign any cheques they write / issue. It may be worthwhile considering having written financial guidelines that cover things like; who can sign cheques, who can have access to the petty cash, how much, and who is the main contact for the bank.

The committee should be a group of people working as a team with a mixture of skills. Everyone should be aware that there will be differences of opinion and it is important to address any conflict or problems that emerge as soon as they occur.

The TMO is fully committed to involving residents / residents associations and continually monitor and support all those currently registered. All associations and committee members are offered various opportunities for training, guidance and support.

The training opportunities are also available to all residents across the borough. Every association is supported by the relevant Resident Engagement Officer who will assist with notices, newsletters, posters, venues for meetings, attend residents meetings and assist with arrangements of the AGM.

There are Core Standards for every residents association which include:

- Becoming a registered member
- Adopt the 'Model Constitution' (which all residents associations are expected to hold)
- Hold at least two residents (general) meetings per year
- Hold an Annual General meeting which requires at least one TMO officer present (normally an officer of the Resident Engagement Team; and / or the Area Manager).



- The association will need to obtain a membership list of at least 5 residents. (numbers do vary from association to association, depending on size / numbers of dwellings that they represent)
- The association will need to have a bank account to qualify for the annual grant of £100 become a registered group and for future annual grants following each of their AGM's
- Produce an 'action plan' which will set out the aims and objectives for the coming year
- Decide and identify the representative to attend the ARB (Area Review Board)
- The composition of the committee should aim to reflect the makeup of its residents.

Keeping people involved is an extremely difficult task. The people you are representing are the most important resource your group will have. The committee/group does not want to become a clique of activists nor a 'one-man band'.

- Make sure the association is clear about what is trying to do and that everyone is aware of your aims.
- Prioritise what is needed and make sure everyone knows.
- Share the workload and responsibility. There is a lot of work involved in running in association and if too few people are doing the work they will soon get tired and fed up, others may feel excluded.
- Keep everyone in touch with what you are doing; this can be done by sending a regular newsletters and leaflets. Another 'good way' is 'door knocking' especially when you are compiling your membership list.

With all this hard work, it should be remembered that being part of the association whether either as a member or as part of the committee, should be enjoyable.

Simple things such as offering teas or coffees, having breaks during meetings and holding social events for everyone to come along to (barbecues, coffee mornings, and outings) can make an enormous difference. No one will stay long within the group if they feel they have no friends, do not have a good time or feel their views are never considered.

Remember, the Residents Engagement Team and Officers are there to help, support and guide the association.

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**From:** Eddie daffarn [mailto: ]  
**Sent:** 13 August 2012 13:19  
**To:** siobhan tmo

**Cc:** Francis verity action group; councillor blakeman; caeli rbkc engagement team; janet edwards tmo; teresa miles emb; christine von richer RA  
**Subject:** RE: RA Status

Dear Siobhan,

Thank you for your email.

Please can you set up a meeting so that members of the Grenfell Action Group can discuss the reasons why we wish to be recognised as a separate RA on Lancaster West with yourself, Yvonne Birch and Janet Edwards?

The Grenfell Action Group may also request the presence of Caeli Christianson from Kensington and Chelsea Council's Resident Engagement Team who is familiar with our Groups history and future aims.

There seems to be a lot of confusion as to the TMO's understanding of who the Grenfell Action Group are and who we seek to represent which a meeting should help clarify.

The Grenfell Action Group has a two year history of working harmoniously with the existing Lanc West RA and other stakeholders but we believe that we have a fundamental right to be recognised as a separate RA type organisation acting as a positive and productive force for promoting the Estate's diverse resident's views.

Please provide me with some dates when this meeting could take place, if you find this an agreeable way forward?

Kind regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

.....  
From: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)

To: [REDACTED]

CC: [REDACTED]; [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [abosnjakszekeres@kctmo.org.uk](mailto:abosnjakszekeres@kctmo.org.uk); [caeli.christianson@rbkc.gov.uk](mailto:caeli.christianson@rbkc.gov.uk); [ybirch@kctmo.org.uk](mailto:ybirch@kctmo.org.uk); [mbangura@kctmo.org.uk](mailto:mbangura@kctmo.org.uk)

Date: Wed, 22 Aug 2012 16:32:55 +0100

Subject: RE: Grenfell Action Group

Dear Eddie

Please see below notes of the meeting held on Monday 20 August at which we discussed your request to formally recognise the Grenfell Tower Action Group as an RA. The main points raised by you were as follows:

- 1) that the GTA Group was established approximately two years ago in order to formally raise concerns about the building of the Academy on a site adjacent to Grenfell Tower;
- 2) that you felt that the Group were not consulted by the Council on the building of the Academy;
- 3) that the GTA Group enjoyed a harmonious relationship with the existing RA, although there were fundamental differences in the way both groups operated;
- 4) that the GTA Group wanted to be recognised as a Residents' Association by the TMO (in the same way that the Group were being recognised by RBKC Community Engagement Team) as the Group also dealt with various residents and estate matters which you felt were not being dealt with effectively by the existing RA;

In response to the points raised by you (above), you were advised of the following:

- 1) that as there was currently an RA in existence on the estate, the TMO could not recognise the Group as a formal RA.
- 2) That the Group consider becoming a sub-group of the existing RA, in order to highlight and raise concerns relating to issues affecting residents on the estate.
- 3) That the TMO were happy to attend meetings and events organised by your Group on receipt of an invitation, and that they were happy to provide any necessary support and advice to the Group as required.
- 4) That RBKC could recognise the Group by means of adding the Group to the database to be consulted on matters relating to the RBKC community.

I have forwarded your FOI request to our Company Secretary, and have been advised that as the TMO does not recognise more than one RA covering the same estate, by custom and practice this was not a formal meeting or discussion. In addition, this point has not been expressly covered in our literature or in any published guidance I can find. The reason that this is not stated, is that it is generally given as self evident that only one group can claim to represent residents of one estate.

In order to clarify this further I have sought advice from TPAS ( Tenancy Participation Advisory Service) for their opinion on this matter. Their advice was as follows:

*We would discourage any landlord from supporting and recognizing two TRAs on the same estate. Relations between the two groups may well be amicable at present but in our experience conflict at some point is almost inevitable at which point the landlord will be called upon to arbitrate.*

*Then there's the question of which group best represents the estate and from which views would be sought if consultation where required.*

*Then there's how it can be justified from a VFM position, if both are funded.*

*Unless the groups represent different people altogether we would encourage them to unite under the auspices of one group and refuse to offer recognition to any rival group.*

I hope this clarifies our position on this matter.

Janet Edwards  
Resident Engagement Manager  
K&C TMO  
292a Kensal Road  
London W10 5BE

Tel: [REDACTED] begin\_of\_the\_skype\_highlighting [REDACTED]  
[REDACTED] end\_of\_the\_skype\_highlighting  
e-mail: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)



.....

**From:** Eddie daffarn [mailto:[REDACTED]]  
**Sent:** 23 August 2012 09:03  
**To:** janet edwards tmo  
**Cc:** teresa miles emb; siobhan tmo; abosnjakszekeres@kctmo.org.uk; caeli rbkc engagement team; yburch@kctmo.org.uk; mbangura@kctmo.org.uk; Francis verity action group  
**Subject:** RE: Grenfell Action Group



Dear Janet,  
Thank you for this correspondence.

Please can you explain why the TMO cannot get the name of our Group correct despite being in existence for over two years and the fact that I went to the trouble at the beginning of our meeting on Monday 20th Sept to explicitly state that the Grenfell Action Group (GAG) has nothing to do with Grenfell Tower.

It is very insulting to our Group that the TMO have not taken the trouble to even bother to get our name correct or understand who we seek to represent.

Nowhere in two years have we called ourselves the Grenfell Tower Action Group. The subject heading to your email even states our name, as does our website, and any correspondence that we have conducted with the TMO in the past.

Is this just another way that the TMO go about undermining the efforts of residents to be taken seriously when they try and organise and stand up for their rights?

Please clarify for me the status of the Grenfell Tower Leaseholder Association (GTLA) and why they have been given formal recognition by the TMO while the Grenfell Action Group are continued to be denied the same status?

If the Lancaster West Residents Association (LWRA) can represent both tenants and leaseholders (as confirmed by Yvonne Birch on Monday) then the TMO, by their reasoning that it is "self evident" that there can only be one RA type organisation on any Estate, should not be recognising the GTLA.

If the GTLA can be recognised alongside the LWRA then surely it is discriminatory to refuse to recognise the GAG? Please answer this question directly for us.

Please can you explain what assistance the TMO will be willing to provide to the GAG?

Will the TMO provide funding for us to pay towards printing costs, hire of rooms, subscriptions to other relevant Organisations (TPAS, The Open Society, etc)?

Will the TMO provide training opportunities for our Group members?

How else can the TMO work with the GAG to help us grow into a successful and vibrant RA?

I will be contacting TPAS later today and will be back in touch with you after I have supplied them with the full facts and background to our request to be recognised by the TMO.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

**From:** Janet Edwards [mailto:jedwards@kctmo.org.uk]

**Sent:** 23 August 2012 16:57

**To:** 'Eddie daffarn'

**Cc:** teresa miles emb; Siobhan Rumble; Angela Bosnjak-Szekeres; caeli rbkc engagement team; Yvonne Birch; Mamusu Bangura; Francis verity action group

**Subject:** RE: Grenfell Action Group

Dear Eddie

I apologise for the error concerning the name of your group and will ensure in any future correspondence that we use the correct title for your group.

With regard to the Grenfell Tower Leasehold Association ( GTLA) the TMO recognise this group for leasehold consultation purposes only and not as a recognised Resident Association. They are not eligible for funding or support from the TMO. Only recognised Residents Associations are eligible for funding and we would also not be able to provide any funding to your group. Training opportunities

are open to all residents and we would welcome attendance on any of our training courses.

Many thanks.

Janet Edwards  
Resident Engagement Manager  
K&C TMO  
292a Kensal Road  
London W10 5BE

Tel: [REDACTED]  
e-mail: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)



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From: [REDACTED]  
To: [ybirch@kctmo.org.uk](mailto:ybirch@kctmo.org.uk)  
CC: [REDACTED]; [jon.warnock@tpas.org.uk](mailto:jon.warnock@tpas.org.uk); [caeli.christianson@rbkc.gov.uk](mailto:caeli.christianson@rbkc.gov.uk); [srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk); [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk); [cldr.blakeman@rbkc.gov.uk](mailto:cldr.blakeman@rbkc.gov.uk)  
Subject: RE: Grenfell Action Group  
Date: Mon, 8 Oct 2012 14:35:29 +0100

Dear Yvonne,

Prior to replying to your email in more detail can you please provide me with one or two bits of information.

Firstly, who is involved in the decision to try and discriminate against the Grenfell Action Group by refusing to recognise us as a legitimate voice on Lancaster West Estate?

Your email refers to "we" and the Grenfell Action Group would like to know who "we" are?

Secondly, can you confirm that you have been back in touch with Jon Warnock at TPAS to discuss with their organisation their view of how this issue could best be resolved?

It seems most unfair that you would quote TPAS's advice in your original reasoning when refusing to engage with the Grenfell Action Group but that when that advice changed the TMO decide to ignore it.

I would appreciate if you could explain how this type of reasoning is allowed to prevail in a Department that is set up to encourage resident participation? Please answer these questions directly for us.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

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From: **Eddie daffarn** [REDACTED]  
Sent: 15 October 2012 11:24:04  
To: [ybirch@kctmo.org.uk](mailto:ybirch@kctmo.org.uk)  
Cc: Francis verity action group ([REDACTED]); councillor blakeman ([cldr.blakeman@rbkc.gov.uk](mailto:cldr.blakeman@rbkc.gov.uk)); siobhan tmo ([srumble@kctmo.org.uk](mailto:srumble@kctmo.org.uk))

Dear Yvonne,

I have spoken to Matthew Ramsey, Head Fire Safety Officer at Hammersmith Fire Station who has advised me that I need to contact Janice Wray, in her position of Head of Health and Safety at the TMO, with our current concerns regarding fire safety at Grenfell Tower.

I am sure that the TMO would not want to be seen to delay this communication so please can you send me Janice Wray's email address as a matter of some urgency.

In addition, please will you respond to the email I sent you last week with regards the TMOs refusal to recognise the Grenfell Action Group as an authentic voice on Lancaster west Estate?

Regards,

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

**From:** Eddie daffarn [mailto: [REDACTED]]

**Sent:** 22 October 2012 08:33

**To:** Yvonne Birch

**Cc:** Francis verity action group; councillor blakeman; jon tpas; caeli rbkc engagement team

**Subject:** FW: Grenfell Action Group

Dear Yvonne,

Please can you do the Grenfell Action Group the courtesy of replying to the questions posed to you in our email dated 8th October and the following reminder sent on 15th October with regards our Group being refused recognition as an authentic voice on Lancaster West Estate.

Please can you answer the questions posed to you in the 8th October email directly.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

**From:** Yvonne Birch [mailto:ybirch@kctmo.org.uk]

**Sent:** 23 October 2012 11:28

**To:** 'Eddie daffarn'

**Cc:** Francis verity action group; councillor blakeman; jon tpas; caeli rbkc engagement team

**Subject:** RE: Grenfell Action Group

Dear Eddie

As stated in my previous email the TMO has considered all the advice and the current arrangements at Lancaster West in that there is already a recognised residents association that represents the estate. Furthermore there is also an elected Estate Management Board who represent the interest of residents and have a duty to involve residents in the management of the estate.

Once again I am sorry to disappoint you in that we cannot offer you official recognition but can assure you that the TMO will continue to respond to your group and consider any other support that we can offer.

Regards



Yvonne Birch  
Director of People and Performance

t: [REDACTED]  
m: [REDACTED]



w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

a: 346 Kensington High Street, London, W14 8NS

**From:** Eddie daffarn [REDACTED]  
**Sent:** 30 January 2013 10:10  
**To:** Janet Edwards  
**Cc:** Francis verity action group; Yvonne Birch; teresa miles emb; caeli rbkc engagement team  
**Subject:** RE: Grenfell Action Group

Dear Janet,

I am writing to you following Yvonne Birch's assurance that "the TMO will continue to respond to your group and consider any other support that we can offer".

The Grenfell Action Group would, therefore, like to ask for the TMOs help in the following:

We request a room on Lancaster West Estate where we can hold our regular meetings, store a computer and other records, etc?

We request £250 towards running costs of the Group for the next year (to include printing costs, fees for joining other Societies, liability insurance, etc). The Grenfell Action Group will keep all receipts and verify all expenditure to the TMO on request.

We also request to be kept informed with what training is available from the TMO for members of the Grenfell Action Group to help improve our effectiveness as a Residents Association?

As you maybe aware, the Grenfell Action Group continue to be an authentic, vibrant and important part of resident involvement on Lancaster West who have otherwise been completely betrayed and abandoned by the Council/TMO.

We will look forward to hearing back from you in the near future.

Regards,

Edward Daffarn

Grenfell Action Group

<http://grenfellactiongroup.wordpress.com/>

**From:** Janet Edwards  
**Sent:** 31 January 2013 12:00  
**To:** 'Eddie daffarn'  
**Cc:** Francis verity action group; Yvonne Birch; teresa miles emb; caeli rbkc engagement team  
**Subject:** RE: Grenfell Action Group

Dear Eddie

Thank you for your e-mail. With regards to a room for your group to hold regular meetings, please contact the Lanc West office on [REDACTED] re; hiring the community centre on Lanc West estate. I would advise however, that there are no facilities in any of the community centres for storage of computers, etc.



With regards to your request for a grant of £250 for running costs, I would advise that grants are paid to recognised RAs only - in this case the Lanc West RA only would be eligible for a grant. I am sorry that I am unable to assist in this matter.

Turning to your request for training, the TMO runs a number of training sessions for residents, and I attach a copy of the 2012/13 training brochure for your information. I would advise that we are running a Committee Skills training session on Tuesday 12 March 2013 for residents. If you, and/or residents in your group are interested in attending, please e-mail their details, and I will add their names to the attendance list. Alternatively, please download, complete and return the attached form, or complete the form on the TMO website. Hard copies of the form can be sent to you if you wish.

Many thanks.

Janet Edwards  
Resident Engagement Manager  
K&C TMO  
292a Kensal Road  
London W10 5BE

Tel: [REDACTED]  
e-mail: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)

