

The Royal Borough of Kensington and Chelsea
Tenant Management Organisation Limited
346 Kensington High Street
London
W14 8NS

Dear Mr Daffarn,

Re: Your 24th February 2016 Complaint

I am sorry to hear that my questions regarding your personal circumstances and your health at the recent Stage 3 panel caused you any offence. I was trying to ascertain if there were any personal circumstances that we needed to take into account in considering your Stage 3 complaint.

Once again, I apologise for any distress caused.

Yours sincerely,

Miss Anne Duru

Resident Board Member

Non-Executive Director.