

From: David Collins [mailto: [REDACTED]]
Sent: 27 July 2015 12:33
To: jedwards@kctmo.org.uk
Cc: Cllr.Blakeman@rbkc.gov.uk
Subject: Request for support with setting up a Compact RA for Grenfell Tower

Dear Janet,

We are writing to you seeking help and support to set up a Compact Residents' Association for Grenfell Tower, following the recommendation we do so from our newly elected MP Lady Victoria Borwick.

A group of residents from Grenfell Tower have been meeting on a weekly basis for a period of around six months. We have formed a positive community voice, and we wish to carry this forward in to the future.

Please could one of your team attend one of our Wednesday evening residents meetings, to help us form in to a well organised Compact RA?

Thank you and Best Wishes,

David Collins
[REDACTED]

From: David Collins [mailto: [REDACTED]]
Sent: 27 July 2015 12:43
To: stephen.morgan@rbkc.gov.uk
Cc: communityengagement@rbkc.gov.uk; Cllr.Blakeman@rbkc.gov.uk
Subject: Request for support to set up a Compact RA for Grenfell Tower

Dear Stephen,

We are writing to you seeking help and support to set up a Compact Residents' Association for Grenfell Tower, following the recommendation we do so from our newly elected MP Lady Victoria Borwick.

A group of residents from Grenfell Tower have been meeting on a weekly basis for a period of around six months. We have formed a positive community voice, and we wish to carry this forward in to the future.

Please could one of your team attend one of our Wednesday evening residents meetings, to help us form in to a well organised Compact RA?

Thank you and Best Wishes,

David Collins
[REDACTED]

From: "Judith Blakeman" <[REDACTED]>
Date: 31 July 2015 09:53:58 BST
To: "David Collins" <[REDACTED]>
Subject: RE: Request for support to set up a Compact RA for Grenfell Tower

Dear David

I have had a meeting with the TMO at senior level and we have agreed that the TMO will recognise a properly constituted Compact for Grenfell Tower residents. If this can happen, then the TMO will work with the Compact, ward councillors and Cllr Borwick MP to take issues at the Tower forward on a collective basis. I also made the point, which they accepted, that they should engage with you rather than your landlord, since you are a resident of the Tower – and the whole point of resident engagement is that it applies to people who actually live on the TMO estates. So hopefully that is another hurdle overcome.

I hope you find this helpful and that the residents can organise a representative Compact to address any further problems at Grenfell Tower. (I also made the point that residents need some sort of “reward” at the end of the project, given that they have not only suffered the construction of the Academy, the demolition and reconstruction of the Leisure Centre but also massively intrusive refurbishment works on site that have not been handled as well as they could have been.)

Kind regards.

Judith

From: Janet Edwards <jedwards@kctmo.org.uk>
Date: 31 July 2015 15:49:59 BST
To: 'David Collins' <[REDACTED]>
Cc: "councillor blakeman (cllr.blakeman@rbkc.gov.uk)" <cllr.blakeman@rbkc.gov.uk>, Yvonne Birch <ybirch@kctmo.org.uk>, Sacha Jevans <sjevans@kctmo.org.uk>, Peter Maddison <pmaddison@kctmo.org.uk>, "Samantha DeHaan" <sdehaan@kctmo.org.uk>
Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

Hi David

Following your request for assistance in setting up a Resident Compact, I can confirm that we will assist you with the process of setting up a recognised TMO Compact at Grenfell Tower. To this end Samantha DeHaan, Resident Engagement Officer, will contact you to arrange to meet with your group to set up the Compact.

On another note, I am aware that major regeneration works are currently being undertaken at Grenfell Tower, and I can advise that the TMO are happy to discuss these works with the Grenfell Tower Compact if invited to do so.

Many thanks.

Janet

Janet Edwards
Head of Resident Engagement
KCTMO
Unit A, 292 Kensal Road
London W10 5BE

Tel: [REDACTED]
E-mail: jedwards@kctmo.org.uk
Website: www.kctmo.org.uk



From: David Collins [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

From: David Collins [mailto: [REDACTED]]
Sent: 28 August 2015 09:19
To: Samantha DeHaan
Cc: Janet Edwards
Subject: TMO Compact meeting 16th September

Dear Samantha,

I hope you are having a good break!

Our residents group now has a plan for setting up the Compact by the end of September. To support us in making that happen we would like you to attend our meeting

on the evening of 16th September, from 645pm in the Community Rooms on the Lancaster West Estate (opposite the base of Grenfell Tower).

Please could you confirm if you can make it? If not, can someone else from your team? This date and time is the one which will work best (we have Peter Maddison coming to our meeting on the 9th September so we cannot really meet with you before), and we are very keen to get the group formalised before October as Lady Victoria Borwick will be visiting us again and we want everything in place by then. Also, I believe having the Compact formalised is going to help us in all our dealings with RBKC, Rydon Maintenance Ltd, and working with you at the TMO.

I will liaise with you more about the agenda for that evening once I know you can make it, as we will be working through a process of informing all residents about the opportunity to take part in a Compact, discussing our purpose in setting one up, as well as finding out all we can from yourself about how to make it work!

Best Wishes and Speak soon,

David