

185 Grenfell Tower
Grenfell Road
Notting Hill
W11 1TQ
12th May 2015

Dear Edward,

I am writing because I have grave concerns about the management and operation of one of the sites your scheme covers. This letter is coming to you personally as I work with a number of the Executive and Management teams of some of the companies which use your scheme, and I have never come across a situation and story as the following.

I live in Grenfell Tower, where Rydon is the primary contractor for the Tenant Management Organisation of the Royal Borough of Kensington & Chelsea (TMO). The TMO is a private organisation that manages the homes owned by the Council in the Borough. The Tower is currently undergoing Grenfell Tower Improvement works.

The reason for writing is that around 60% of residents are unhappy with the quality of internal workmanship and are being refused the right to engage with the client and the contractor about this. The client has started to suggest legal action may be taken (not to all residents, but certainly the more vulnerable), and residents' right to collective representation refused. Some residents are reporting being threatened by Rydon, and Rydon accused of forced entry (when tenants have been away from home and the most vulnerable of relatives at home on their own) to carry out works not wanted. Resident concerns stem from Rydon promising residents one thing in 2014 (which most were happy about) and then changing these plans in 2015 without any consultation. The works as now designed are causing stress and emotional problems for many, as they are a lower standard than previously promised, cause H&S risks for any household with children, pose a risk as gas, water and electricity units will all be located on top of one another and right by the only fire exit residents have from their homes. There is a consultation 'process' in place for the work, only it is meaningless as no one from Rydon will interact with residents about the work or the change in plans, simply blaming the client. And the client is refusing to engage with the concerns of the group, simply citing the Rydon consultation plan. The list goes on, but I won't bore you with all the detail.

Residents have collectively gathered, and joined the Unite Community Union, in an attempt to have Rydon and TMO listen to their concerns as a group. As of writing, these requests have been denied. The group privately engaged a heating engineer to give an opinion on the proposed works, as Rydon and TMO have told residents the new proposal is the only feasible on technically and for H&S reasons. The independent heating engineer said it has nothing to do with these reasons; the choice is purely based on finding a low cost, expedient (for the contractor), option.

As I walk past Considerate Contractors signage on a daily basis, in my personal and business life, I feel compelled to write to you personally. What is happening in Grenfell Tower devalues the whole scheme in my eyes. How can a travesty of consultation and community engagement be taking place? How can this be done under the guise of providing the safest solution (when anyone with children knows the proposals will make it more unsafe in their property)? How can a considerate contractor be allowed to change plans and promises to provide residents with a worse solution than they currently have, without consultation or the taking of responsibility?

I understand that profit is a hard won thing in the construction industry, and the effort of all involved in the works is something I really appreciate. However, there needs to be a reset in terms of engaging with residents and the meeting of designs and promises.

Please could you meaningfully intervene in this situation? If Considerate Contractors are providing their Brand and Hoarding for Rydon to use, advertising themselves as a considerate contractor, must they also be matching up to this in the way that they carry out their work?

Best Wishes,

David Collins