

**From:** Peter Maddison <[pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)>

**Sent:** 12 February 2016 16:36

**To:** [Cllr.Blakeman@rbkc.gov.uk](mailto:Cllr.Blakeman@rbkc.gov.uk); [cldr.r.atkinson@rbkc.gov.uk](mailto:cldr.r.atkinson@rbkc.gov.uk); David Collins [REDACTED]  
[REDACTED] Edward Daffarn ([REDACTED]) William Thompson  
[REDACTED]

**Cc:** (T) Complaints

**Subject:** Recent Issues at Grenfell Tower

Dear Cllr Blakeman, Mr Collins, Mr Daffarn and Mr Thompson

I am writing in response to the issues you sent to me on 29<sup>th</sup> January. I am very sorry for the delay in responding, I am afraid that a glitch in our IT system meant that your messages were redirected in error and they only reached me on Monday 8<sup>th</sup> Feb. This error has now been fixed.

### **Power Supply Issues on 26<sup>th</sup> January**

Rydon had to disconnect the power to the whole block on Tues 26<sup>th</sup> January. They wrote to all residents to explain that there would be no electricity to the block between the hours of 10am and 1pm.

As power was being reinstated at around 1pm, a main fuse blew and it was necessary to get UK Power Networks to attend site to check the incoming main and then for Rydon to source a replacement fuse on the landlords supply. This led to a delay I reinstating power until a new fuse was installed at 3.45pm.

Rydon deployed labourers at the entrances of the block to assist residents in getting to their homes via the stairs. They also offered somewhere for residents to sit in the entrance area.

A text message was sent out to all residents registered on the Textburst system to inform them of the delay in reinstating the supply.

We recognise the disruption and inconvenience that this caused residents and we are very sorry. We will include a message of apology in our next newsletter.

### **Door Entry System Fault**

Mr Daffarn states in his message of 29<sup>th</sup> January that the Door Entry system was out of service from the date that power was disconnected on 26<sup>th</sup> January. This fault was reported to Rydon on 27<sup>th</sup> January and the door entry contractor reinstated the service on 1<sup>st</sup> February.

I am disappointed that Rydon did not check to confirm that the Door Entry was fully functional when the power was reinstated on 26<sup>th</sup> January. The response in completing the repair was also too slow. I have raised these matters with the contractor and will ensure that lessons are learnt.

### **Doors Stored in Communal Areas**

There have been a number of incidents of bulk refuse being dumped in the communal areas of Grenfell Tower in recent weeks. This does not relate to any work being undertaken by KCTMO contractors. We are studying CCTV footage to identify who is responsible.

Officers from the Estate Office have arranged for the refuse to be removed and are carrying out regular inspections to ensure the area is kept clear.

If residents are able to provide any information about the responsible party, they should contact the Estate Housing Office. We will include an item on this in our next newsletter.

### **Emergency Lighting**

Thank you for reporting that the emergency lighting was not working in the staircase. The Repairs Customer Contact Centre is the correct place to direct such calls in the first instance. The non-emergency lights in the stairwell were all working, however, there was a fault on the emergency circuit that has now been repaired. We have taken the opportunity to upgrade the non-emergency fittings in the stairwell to emergency units which will improve the lighting in the event of a break in the power supply. This upgrade work is now underway and will complete early in the week commencing 15<sup>th</sup> February. We then intend to renew the emergency lights with new fittings.

If you have any further questions relating to any of these matters, please let me know.

Yours sincerely

Peter Maddison

Director of Assets and Regeneration

**Peter Maddison**  
**Director of Assets and Regeneration**

**From:** Edward Daffarn [[mailto:](#)   
**Sent:** 29 January 2016 13:51  
**To:** jmblakeman  
**Cc:** David Collins  
**Subject:** Re: Further complaints at Grenfell Tower

Dear Judith,

Thank you for your swift intervention and sorry that we have had to bother you with as trivial matter as the day to day running of our homes.

It is clear, however, to anyone that lives here that the TMO are not capable of managing an estate the size of Lancaster West or even a building the size of Grenfell Tower.

Have a nice weekend.

Regards,  
Edward

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**From:** jmblakeman <[REDACTED]>  
**Sent:** 29 January 2016 13:36  
**To:** 'Peter Maddison'  
**Cc:** 'William Thompson'; 'Complaints'; 'Edward Daffarn'; 'David Collins'  
**Subject:** RE: Further complaints at Grenfell Tower

Dear Mr. Maddison

It was good to receive replies to some outstanding individual complaints this morning.

May I now please receive a response – along with the residents included in this e-mail – to the complaints raised a few days ago about the lift breakdowns and loss of lighting in the staircases? As Mr. Collins points out, the absence of emergency lighting is a health and safety matter, so it should have been addressed immediately.

It also appears that Rydon are now being very unresponsive. Is this because the contract is almost complete? This does not bode well for the range of snagging and other issues that will need to be addressed once they leave the site, as well as moving HIUs once the situation has been reviewed.

Kind regards.

Cllr Judith Blakeman

**From:** David Collins [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 29 January 2016 10:10  
**To:** Edward Daffarn; [REDACTED]; Complaints  
**Cc:** William Thompson; Peter Maddison  
**Subject:** Re: Further complaints at Grenfell Tower

Dear Judith (and TMO Complaints),

I came back last night (from being away since Tuesday afternoon for work) and found the door not working and open to anyone. I have been on the phone to TMO Repairs this morning, the system is now reported as faulty (I have been told it was simply a blown fuse). They are getting Rydon / another contractor on site to fix it so it should work tonight. If the door has been broken since Tuesday what does

not work is Rydon and the TMO not checking the services affected by the power shutdown are working once they complete their work. There seems to have been a complete lack of planning this week (for instance, the emergency lighting didn't work on the majority of the stairs, the RLO did not know the status of the operation, and there was no contingency in place for what would happen if power did not come back at 1pm on Tuesday) and also a complete lack of thinking about residents this week (surely someone from Rydon or TMO has been through the broken door since Tuesday and has failed to report it). The TMO are nowhere to be seen at all; I have not had a response to any of my emails to date about the fiasco this Tuesday. Has no one from TMO visited site to make sure things are working (like the emergency lighting on the stairs for instance? Do I need to get this sorted through the TMO Repairs process myself?)

David

**From:** Edward Daffarn <[REDACTED]>  
**Date:** Friday, 29 January 2016 at 09:45  
**To:** "[REDACTED]" <[REDACTED]>  
**Cc:** David Collins <[REDACTED]>, William Thompson <[REDACTED]>  
**Subject:** Re: Further complaints at Grenfell Tower

Dear Judith,

I don't know who to raise this matter with at the TMO as no-one there seems to give a damn about Grenfell Tower anymore.

Anyway, I would like you to know that the front entry lock to our tower block has been broken since Rydon's turned the power off last Tuesday.

Residents do not feel safe without a lock to our front door especially in light of the fact that we believe a burglary took place in Grenfell Tower a couple of weeks ago.

Also, sad to say, more rubbish has collected in entry/exit to Grenfell Tower without the TMO taking any action.

Yesterday, a door stored in the hallway came crashing down and almost landed on a group of residents passing by!

Thank you for your assistance with this matter.

Regards,

Edward Daffarn

134 Grenfell Tower