

MR DAFFARN  
FLAT 134 GRENFELL TOWER  
LANCASTER WEST ESTATE  
LONDON

W11 1TQ

Complaints Team  
Network Hub  
Unit A  
292 Kensal Road  
London  
W10 5BE

Ref COM170210470

  
Complaints@kctmo.org.uk  
1<sup>st</sup> March 2017

Dear Mr Daffarn

I am writing in response to your complaint dated 15/02/2017.

I have carried out an investigation of your case and reviewed all the available background information. Below I have set out a summary of my understanding of the complaint, the information I have in connection with your complaint and my conclusions.

This response also responds to your request under the Freedom of Information Act received on 6<sup>th</sup> February 2017.

### **Summary**

You complain that both lifts in Grenfell Tower were out of service on Monday 13<sup>th</sup> February causing significant inconvenience to residents. You also complain that one of the lifts had been out of service for over 10 days which you think is a contributory factor in the failure of the second lift.

You do not believe that the lift has been serviced and you have requested evidence to support this.

### **Record of information in connection with your complaint**

I have looked at our records and can confirm that over a six-month period, lift H091 has experienced a high number of callouts. There have been a total of 20 call outs over this period. In most instances the lift was returned to service on the same day, however the lift could not be reinstated and was shut down between the dates of 7<sup>th</sup> February to 10<sup>th</sup> February and 13<sup>th</sup> February to 16<sup>th</sup> February. The shutdown of the lift H091 was the result of a blown processor board. The replacement part was not readily available and the contractor had to source a

replacement before the lift could be reinstated.

When reinstating the lift, our contractor has also checked the contacts and rollers and adjusted the lift car door alignment needed to be fully adjusted. It is hoped that this will resolve the problems that have been experienced over recent months. Furthermore, a cleandown of the lift shaft was carried out in January 17, although this is not thought to have contributed to the ongoing faults.

The second lift (Lift HO90) has received 9 callouts over the same six-month period. In 5 of these instances our engineers found the lift to be working on arrival. This is often the case where lift doors are held open – the lift will shut down and reset itself. However, residents may call out the engineer in the meantime.

All faults reported on Lift HO90 have been repaired and the lift reinstated on the same day and within the target time. However, I recognise the disruption and inconvenience that even a short period without a lift would cause to residents and I want to apologise for the disruption that this has caused on the occasion that both lifts were out of service on 13<sup>th</sup> February.

We carry out a monthly service inspection of every lift in the borough and our contractor produces a certificate. I attach the last three months certificated for both Grenfell lifts as requested in your Freedom of Information Request.

## **Conclusion**

I am very sorry for the ongoing problems experienced with the lifts at Grenfell Tower. Our contractors have undertaken a significant amount of work to reinstate lift HO91 and we hope that this will result in a significant reduction in breakdowns going forward.

However, based on the information available, I have decided to uphold your complaint as the level of disruption has been far greater than is reasonable.

If you are dissatisfied with the reply, you have the option of taking it to stage two of the complaints procedure. If you do wish to progress to stage two, please outline why you feel my response is not acceptable and what you think we can do to put it right. You can do this by writing to:

Complaints Team  
Kensington & Chelsea TMO  
Unit A  
292 Kensal Road  
London  
W10 5BE

You have 20 working days in which to tell to us that you wish to proceed to the next stage of the complaints procedure. A stage two complaint is assessed by the senior manager of our department who will review the available information and the stage one decision. If you do not contact us within that time period, your complaint will be closed and we will write to you informing you that this has taken place.

Yours sincerely

Anthony Cheney  
Interim Head of Contract Management

**Lifts Alliance Group**

Registered in London No. 147366 and Jersey No. 0008376  
 Registered Office, Chiswick Park Building 5, Ground Floor, 566 Chiswick High Road, W4 5YF

Service and breakdown  
 London & South East: [REDACTED]  
 All Other UK Regions: [REDACTED]

Visit Type: M.  
 Unit Number: PD 807174  
 Customer Order No.: H090  
 Site Address:

CALLBACK/REPAIR No.: [REDACTED]  
 Misuse (Y/N)  Completed (Y/N)   
 Accidental Damage (Y/N)  Shutdown (Y/N)

Site Address: GRENfell TOWER

Unit Type/Customer Unit Reference: H090 Customer Name: K/C TMO

Maintenance Activity Report (✓ as applicable)

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Car Operating Panel/s	/		/	
Car Lighting	/		/	
Emergency Alarm Systems	/		/	
Hall Buttons / Indicators	/		/	
Floor Levels	/		/	
Controller / Drive	/		/	
Brake	/		/	
Machine / Hydro Power Unit	/		/	
Overspeed Devices	/		/	
Operation of Car Doors	/		/	
Car Top	/		/	

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Landing Doors	/		/	
Counterweight / RAM	/		/	
Main Suspension Check	/		/	
Pit Area	/		/	
Annual / 4 Year Checks				
Door Check				
Suspension Check				
RA Review				
Elec & Mech Check				
Earth Continuity Test				
Brake Check				

Scope of Work & Materials Used (quoting part number where possible)

[REDACTED]

Observations

LANDING DOOR Pick up rollers & HAWBEK  
ROLLERS REQUIRE replacement  
PIT Area & SHAFT REQUIRE CLEANDOWN

	Engineer's Name (Please print clearly)	Employee Number	Arrival Time	Depart Time	Total Site Hours	Travel Hours
Engineer 1	<u>D SNACEY</u>	<u>57029</u>	:	:	:	:
Engineer 2	<u>L HARRISON</u>		:	:	:	:

Date: Nov 15 11 Customer's Name: [REDACTED] Customer's Signature: [REDACTED]

**Lifts Alliance Group**

Service and breakdown

London & South East: XXXXXXXXXX

All Other UK Regions: XXXXXXXXXX

Registered in London No. 147366 and Jersey No. 0008376  
Registered Office, Chiswick Park Building 5, Ground Floor, 566 Chiswick High Road, W4 5YF

Visit Type: M.  
Unit Number: PD807175  
Customer Order No.: H091  
Site Address:

CALLBACK/REPAIR No.:    
Misuse (Y/N)  Completed (Y/N)   
Accidental Damage (Y/N)  Shutdown (Y/N)

GRENfell Tower.

Unit Type/Customer Unit Reference: H091 Customer Name: K/C TMO

Maintenance Activity Report (✓ as applicable)

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Car Operating Panel/s	/		/	
Car Lighting	/		/	
Emergency Alarm Systems	/		/	
Hall Buttons / Indicators	/		/	
Floor Levels	/		/	
Controller / Drive	/		/	
Brake	/		/	
Machine / Hydro Power Unit	/		/	
Overspeed Devices	/		/	
Operation of Car Doors	/		/	
Car Top	/		/	

	Checked		Serviceable	
	Y	Not Fitted	Y	N
Landing Doors	/		/	
Counterweight / RAM	/		/	
Main Suspension Check	/		/	
Pit Area	/		/	
Annual / 4 Year Checks				
Door Check				
Suspension Check				
RA Review				
Elec & Mech Check				
Earth Continuity Test				
Brake Check				

Scope of Work & Materials Used (quoting part number where possible)

Observations

LANDING DOOR pickups rollers require renewal  
Also HANGER ROLLERS  
LIFT SHAFT REQUIRES CLEAN DOWN

	Engineer's Name (Please print clearly)	Employee Number	Arrival Time	Depart Time	Total Site Hours	Travel Hours
Engineer 1	D SANCHEZ	55029	:	:	:	:
Engineer 2	R HARMAN		:	:	:	:

Date: 10/11/15 Customer's Name:   Customer's Signature:  

Top Copy: Customer Second Copy: Office

**Job Number** PD807175

**Customer Order Number**

**Unit Number** PD807175

**Parts Used**

**Site Address**  
Grenfell Tower  
Grenfell Road  
London W11 1TG

**Unit Reference** H091

**Date of Service Visit Report** 19/12/2016

**Visit Type** M2

**Works Completed**

**Observations**

As part of the scheduled maintenance visit, the below items were checked by our engineer and found to be serviceable :

full shaft cleandown, deep clean in motor room and on car top strongly required when builders have finished works. door operator needs setting up once builders have finished works. hanger rollers in car at ground and 2nd specifically need to be changed car hanger rollers changed fan wiring should be separate from car lighting pit ladders required for both lifts and barriers lg1 nov visit

- Car Enclosure and COP
- Emergency Alarm System
- Indicators and Call Buttons
- Floor Levels and Selector
- Machine and Brake
- Operation of Car Doors
- Car Top
- Shaft Equipment

**Total Time on Site** 2.00

**Total Travel to Site** 0.00

**Customer Name**  
  
**Signed Date & Time**  
  
**Customer Unavailable For Signature**

**Signature Declined** N

**Decline Reason**

**Attending Engineer(s)**

Engineer Name	Date Attended	Site Arrival	Site Depart	Time on site	Travel to site	Customer Signoffs
D Smalley (55029)	16/12/16	15:00	17:00	2.00	0.00	N/A

**Job Number** PD807174

**Customer Order Number**

**Unit Number** PD807174

**Parts Used**

**Site Address**  
Grenfell Tower  
Grenfell Road  
London W11 1TG

**Unit Reference** H090

**Date of Service Visit Report** 19/12/2016

**Visit Type** M2

**Works Completed**

**Observations**

As part of the scheduled maintenance visit, the below items were checked by our engineer and found to be serviceable :

full shaft cleandown required once builders have completed works. seals leaking slightly on gear. door operator needs setting up once builders have completed works. there is an earth on thr ground floor display which is blowing fuses in the psu2unit. contractors have glued display plate to wall and will create damage to wall. customer action required new car door hanger rollers have been fitted. recommend lg1 car lighting and car fan have a separate feed lg1 done nov visit

- Car Enclosure and COP
- Emergency Alarm System
- Indicators and Call Buttons
- Floor Levels and Selector
- Machine and Brake
- Operation of Car Doors
- Car Top
- Shaft Equipment

**Total Time on Site** 1.45

**Total Travel to Site** 0.15

**Signature Declined** N

**Customer Name**  
  
**Signed Date & Time**  
  
**Customer Unavailable For Signature**

**Decline Reason**

**Attending Engineer(s)**

Engineer Name	Date Attended	Site Arrival	Site Depart	Time on site	Travel to site	Customer Signoffs
D Smalley (55029)	19/12/16	12:15	14:00	1.45	0.15	N/A

**Job Number** PD807174

**Customer Order Number**

**Unit Number** PD807174

**Parts Used**

**Site Address**  
Grenfell Tower  
Grenfell Road  
London W11 1TG

**Unit Reference** H090

**Date of Service Visit Report** 18/01/2017

**Visit Type** M2

**Works Completed**

**Observations**

As part of the scheduled maintenance visit, the below items were checked by our engineer and found to be serviceable :

full shaft cleandown required once builders have completed works. seals leaking slightly on gear. door operator needs setting up once builders have completed works. there is an earth on thr ground floor display which is blowing fuses in the psu2unit. contractors have glued display plate to wall and will create damage to wall. customer action required new car door hanger rollers have been fitted. recommend lg1 car lighting and car fan have a separate feed lg1 done nov visit dec visit

- Car Enclosure and COP
- Emergency Alarm System
- Indicators and Call Buttons
- Floor Levels and Selector
- Machine and Brake
- Operation of Car Doors
- Car Top

**Total Time on Site** 1.45

**Total Travel to Site** 0.15

**Customer Name**  
  
**Signed Date & Time**  
  
**Customer Unavailable For Signature**

**Signature Declined** N

**Decline Reason**

**Attending Engineer(s)**

Engineer Name	Date Attended	Site Arrival	Site Depart	Time on site	Travel to site	Customer Signoffs
D Smalley (55029)	18/01/17	08:15	10:00	1.45	0.15	N/A



**Job Number** PD807175

**Customer Order Number**

**Unit Number** PD807175

**Parts Used**

**Site Address**  
Grenfell Tower  
Grenfell Road  
London W11 1TG

**Unit Reference** H091

**Date of Service Visit Report** 18/01/2017

**Visit Type** M2

**Works Completed**

**Observations**

As part of the scheduled maintenance visit, the below items were checked by our engineer and found to be serviceable :

full shaft cleandown, deep clean in motor room and on car top strongly required when builders have finished works. door operator needs setting up once builders have finished works. hanger rollers in car at ground and 2nd specifically need to be changed car hanger rollers changed fan wiring should be separate from car lighting pit ladders required for both lifts and barriers lg1 nov visit dec visit

- Car Enclosure and COP
- Emergency Alarm System
- Indicators and Call Buttons
- Floor Levels and Selector
- Machine and Brake
- Operation of Car Doors
- Car Top
- Shaft Equipment

**Total Time on Site** 1.45

**Total Travel to Site** 0.15

**Customer Name**  
  
**Signed Date & Time**  
  
**Customer Unavailable For Signature**

**Signature Declined** N

**Decline Reason**

**Attending Engineer(s)**

Engineer Name	Date Attended	Site Arrival	Site Depart	Time on site	Travel to site	Customer Signoffs
D Smalley (55029)	18/01/17	11:15	13:00	1.45	0.15	N/A