MR DAFFARN FLAT 134 GRENFELL TOWER LANCASTER WEST ESTATE LONDON

W11 1TQ

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

Complaints@kctmo.org.uk 1st March 2017

Ref COM170210470

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 6th February 2017.

Summary

You complain that both lifts in Grenfell Tower were out of service on Monday 13th 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 7th February to 10th February and 13th February to 16th February. The shutdown of the lift HO91 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 13th 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

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Lifts Alliance Group

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Observations





Job Number PD807175 Unit Number PD807175 Site Address Grenfell Tower Grenfell Road London W11 1TG Unit Reference H091 Date of Service Visit Report 19/12/2016 Visit Type

Customer Order Number	
Barta Haad	
Parts Used	

Works Completed

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

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

full shaft cleandown, deep clean in motor room and on

car top strongly required when builders have finished works. door operater needs setting up once builders have finished works. hanger rolers 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

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Signature Declined	N		Customer Unavailable		
Decline Reason		Signed Date & Time	For Signature		

Total Time on Site

Total Travel to Site

Customer Name

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

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Observations





Job Number PD807174 Unit Number PD807174 Site Address Grenfell Tower Grenfell Road London W11 1TG Unit Reference H090 Date of Service Visit Report 19/12/2016 Visit Type

Customer Order Number	
Parts Used	

Works Completed

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

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

full shaft cleandown requied once builders have completed works. seals leaking slightly on gear. door

operater 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. custmer 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

1.45

0.15

			Customer
Signature Declined	N	Carred Bata 0 Tare	Unavailable For Signature
Decline Reason		Signed Date & Time	For Signature

Total Time on Site

Total Travel to Site

Customer Name

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

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Job Number

PD807174

Unit Number

PD807174

Site Address

Grenfell Tower
Grenfell Road
London W11 1TG

Unit Reference

H090

Date of Service Visit Report

18/01/2017

Visit Type

M2

Customer Order Number		
Parts Used		

Works Completed

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

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

Observations

Total Time on Site

Total Travel to Site

full shaft cleandown requied once builders have completed works. seals leaking slightly on gear. door operater 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. custmer 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

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Unavailable
For Signature

1.45

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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

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Job Number	PD807175				
Unit Number	PD807175				
Site Address	Grenfell To Grenfell Ro London Wi	pad			
Unit Reference	H091				
Date of Service Visit Report		18/01/2017			
Visit Type		M2			

As part of the scheduled maintenance visit, the below items were

checked by our engineer and found to be serviceable :

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Total Time on Site

Parts Used

Customer Order Number

full shaft cleandown, deep clean in motor room and on car top strongly required when builders have finished works. door operater needs setting up once builders have finished works. hanger rolers 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

Works Completed

Total Travel to Site	0.15
Customer Name	
	Customer Unavailable

1.45

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

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