

From: clwilliams@kctmo.org.uk

To: [REDACTED]

CC: [REDACTED]

Subject: RE: Grenfell Community - meeting with TMO / Rydon

Date: Fri, 17 Apr 2015 15:54:17 +0000

Dear Mr Collins and Mr Daffarn

Thank you for your email of 6 April; that included the minutes of a meeting held by residents on 17 March 2015.

In your email you have raised a number of points which I have addressed below. Firstly you have raised the lack of consultation from TMO/Rydon. To clarify, there have been a number of communication channels used by the TMO and Rydon's since works began on site. This includes:

- Face to face communication
- Emails
- Individual letters hand delivered
- Monthly newsletters
- Posters placed near lifts and noticeboards
- Formal meetings held in the early evening
- Drop in sessions (morning, afternoon and early evening) at 145 Grenfell Tower and the walkway entrance
- Door knocking to notify of specific event(s)
- Home visits and surveys
- Individual consultation with residents prior to works beginning in their flats
- Bulk text messaging
- The TMO are also due to offer resident surgeries by appointment, starting in May

As background information, I note that the TMO did a consultation survey over December 2013/January 2014 to review the consultation strategy. Over 50% of households attended the drop- in session so this gave a reasonable picture of preferences. Overall most people preferred individual newsletters, letters, notices etc rather than public meetings.

In terms of a public meeting you are proposing, the main topic seems to be over the location of the HIU (heat interface units) within the flats. The TMO takes the view that every resident will have a particular layout within their home and have different needs based on their circumstances. Therefore individual household discussion is more appropriate. On this basis the consultation by Rydon is addressing specific issues and looking at how they can be accommodated.

The TMO had issued an FAQ on heating and hot water that many residents have been given/picked up at our drop in sessions, so this could be perhaps rolled out more widely if there are new issues arising. It may be that if you have identified further questions that these could be included, and then put into a larger 'Frequently Asked Questions' (FAQ) format, for putting on the TMO website, under the Grenfell banner. I will be looking to do this anyway in the light of your comments, but please let me know if you have a list of questions that you feel have not been covered previously.

You raise concerns regarding standard of works in communal lobbies and inside individual flats. All residents have been informed that the works currently undertaken are not the finished article, as boxing is yet to be fitted to conceal pipework. Once the works have been tested/commissioned to ensure there are no leaks or any other issues, boxing and decoration will then be completed. I am aware that some literature from the resident group has been misleading on this, as incomplete works have been portrayed as being finished. I would expect this to be rectified in any future communications.

The TMO employ a mechanical and electrical consultant who is responsible for the specification of works and who carries out monthly inspections. We also have two clerks of works who regularly inspect the quality of works and address health and safety concerns on site. Please see the February 2015 newsletter for their details.

In regards to the use of lifts, Rydon workers are not allowed to use the lift during peak hours, ie school drop off and pick up times each day. They are also due to use only the 'protected' lift for materials. If residents find this is not being adhered to, they can either ring/email myself or contact the Rydon RLO. All the Rydon workers have vests with a number on it, so any infringement should include the details the worker involved. I have been made aware of one incident where a resident complained over lift use, and this has been formally taken up with Rydon.

In your email you ask whether the TMO would acknowledge the Grenfell Community Unite group as a representative voice of leaseholders and tenants. I am advised that this group will not be recognised by the TMO, as there is a Residents Association already in existence. The TMO are currently working with the existing Lancaster West Residents Association, and are currently making arrangements with them to hold an AGM. There was communication with Mr Daffarn in early 2014 relating to forming an alternative residents' group.

I note that the TMO have no formal relationship with leaseholders' tenants.

The TMO has been engaging with residents to understand their specific requirements since 2012, and inevitably some issues change and move from the original feasibility that was first shown to the final scheme which is on site now. Rydon have now been on site for nearly 10 months and are building up more knowledge and understanding of residents' requirements. The TMO and Rydon will continue to work with residents to meet their individual needs.

On this basis, I would like to offer Mr Daffarn a chance to meet Rydon to discuss the layout of his flat and the heating and hot water layout. If this is of interest, then can a couple of dates within the working week be proposed?

Please let me know if you have a list of questions relating to the works that you would want responded to in the newsletter or on the TMO website.

Regards


Claire Williams
Project Manager



t: [REDACTED]

m: [REDACTED]

a: The Network Hub, 292a Kensal Road, London, W10 5BE

 Before printing, please think about the environment

From: David Collins [mailto:[REDACTED]]
Sent: 06 April 2015 22:13
To: Claire Williams
Cc: Edward Daffarn
Subject: Re: Grenfell Community - meeting with TMO / Rydon

Dear Claire,

The purpose of this email is to request a meeting with TMO / Rydon to discuss the construction works taking place in and around Grenfell Tower.

As you know, on the 17th March 2015, upwards of 100 residents gathered in our Community Rooms to attend an Emergency Meeting to discuss our community's concerns regarding the Grenfell Tower Improvement Works. Details of the meeting and outcomes can be found summarised below:

"Last Tuesday 17th March 2015, nearly one hundred residents, representing over fifty households in Grenfell Tower, gathered in the Community Rooms to discuss problems with the Grenfell Tower Improvement Works. The meeting was facilitated by Pilgrim Tucker from Unite the Union's Community membership.

Problems with the works:

- ? Residents discussed how RBKC Council and our landlord the TMO have prevented residents coming together to form a collective voice.
- ? We discussed what problems the TMO/Rydon and the Grenfell Tower Improvement Works were causing to residents. Many issues were identified, including:
 - o Lack of meaningful consultation from TMO/Rydon and how information keeps changing all the time
 - o Concern that Rydon intend to position boilers in residents entrance hallways
 - o Concern that exposed hot pipes will provide a health and safety problem and will look unsightly in our homes,
 - o Concern at the appalling standard of work undertaken by Rydon in communal areas and inside a number of residents properties,
 - o Concern that the workmen commandeer the lift, create unacceptable levels of noise and do not clean up after themselves.

Agreed at the meeting:

- ? Residents agreed that we want the works to be carried out in a professional manner and to a high standard, that we want to be treated with respect by the TMO, and that tenants and leaseholders must be properly consulted.
- ? Residents voted by an overwhelming majority that we will not allow Rydon into our homes until we have had the problems with the works addressed by the TMO and Rydon.
- ? We have agreed to display posters on our front doors in an act of solidarity and to notify Rydon that they are not welcome in our properties until we are satisfied we will be treated with respect.
- ? A number of residents have volunteered to give some time to help out with organising a further Emergency Residents Meeting with Rydon so that the problems can be addressed.
- ? There was a general agreement from residents that we may wish to join Unite Community.

In addition, we have attached a link to the detailed minutes of that meeting and we would like you to reflect on the many concerns highlighted by residents:

<https://grenfellactiongroup.wordpress.com/2015/03/27/minutes-from-the-grenfell-tower-emergency-residents-meeting-170315/>

On the 26th March 2015 representatives from approximately 20 households in Grenfell Tower gathered to form "Grenfell Community Unite" as a community / residents group. We believe that by so doing residents can speak with a collective voice to address our concerns regarding the Improvement Works.

The outcome of our first meeting was a unanimous decision to request a meeting between members of Grenfell Community Unite and TMO/ Rydon.

Members of Grenfell Community Unite would therefore like to request TMO / Rydon meet with our members as a matter of urgency. We are also requesting that a representative from Max Fordham and the architect Studio E are present. We also agreed to write to our local Ward Councillors, and invite them to attend too. We shall be asking our contact at Unite Community to come and assist Chair the meeting; if she is not available we shall approach the Kensington and Chelsea Social Council and request a facilitator from there. We will supply you with an agenda and provide a set of requests prior to the meeting.

As time is such a pressing issue, please could you respond by 5pm on Wednesday 8th April 2015 to:

- ? Confirm your willingness to acknowledge the Grenfell Community Unite group as residents / community group, a representative voice for the tenants, leaseholders and renters of Grenfell Tower?
- ? Confirm your willingness to meet with Grenfell Community Unite members in a public meeting to discuss the aforementioned issues, and a number of specific requests we have for TMO and Rydon?

Following this confirmation we can then progress setting a date for that meeting.

Regards,

Edward Daffarn & David Collins on behalf of Grenfell Community Unite

From: Edward Daffarn <[REDACTED]>
Date: Thursday, 2 April 2015 10:52
To: David Collins <[REDACTED]>
Subject: FW: Grenfell Community Unite -2nd Draft letter to Ms Williams

David,
Just wondered if you could help me get the font all one size?
Speak later.
Thanks,
Ed

From: [REDACTED]
To: [REDACTED]
Subject: Re: Grenfell Community Unite -Draft letter to Ms Williams
Date: Thu, 2 Apr 2015 10:25:31 +0100

Dear Ms Williams,

On the 17th March 2015 upwards of 100 residents gathered in our Community Rooms to attend an Emergency Meeting set up to discuss our community's concerns regarding the Grenfell Tower Improvement Works. Details of the meeting and it's outcome can be found surmised below:

"Last Tuesday 17th March 2015, nearly one hundred residents, representing over fifty households in Grenfell Tower, gathered in the Community Rooms to discuss problems with the Grenfell Tower Improvement Works. The meeting was facilitated by Pilgrim Tucker from Unite the Union's Community membership.

Problems with the works:

Residents discussed how RBKC Council and our landlord the TMO have prevented residents coming together to form a collective voice.

We discussed what problems the TMO/Rydon and the Grenfell Tower Improvement Works were causing to residents. Many issues were identified, including:

- Lack of meaningful consultation from TMO/Rydon and how information keeps changing all the time,
- Concern that Rydon intend to position boilers in residents entrance hallways,
- Concern that exposed hot pipes will provide a health and safety problem and will look unsightly in our homes,
- Concern at the appalling standard of work undertaken by Rydon in communal areas and inside a number of residents properties,
- Concern that the workmen commandeer the lift, create unacceptable levels of noise and do not clean up after themselves.

Action we are taking about the problems:

Residents agreed that we want the works to be carried out in a professional manner and to a high

standard, that we should be treated with respect by the TMO, and that tenants and leaseholders must be properly consulted.

Residents voted by an overwhelming majority that we will not allow Rydon into our homes until we have had the problems with the works addressed by the TMO and Rydon.

We have agreed to display posters on our front doors in an act of solidarity and to notify Rydon that they are not welcome in our properties until we are satisfied we will be treated with respect. Residents may wish to consider strengthening our solidarity by joining Unite Community so we can form an organisation that gives us collective voice and strength.

A number of residents have volunteered to give some time to help out with organising a further Emergency Residents Meeting with Rydon so that the problems can be addressed".

In addition, we have attached a link to the detailed minutes of that meeting and we would like you to reflect on the many concerns highlighted by residents:

<https://grenfellactiongroup.wordpress.com/2015/03/27/minutes-from-the-grenfell-tower-emergency-residents-meeting-170315/>

On the 26th March 2015 representatives from approximately 20 households in Grenfell Tower gathered to form "Grenfell Community Unite" so that residents can speak with a collective voice to address our concerns regarding the Improvement Works. The outcome of our first meeting was a unanimous call by residents that we are recognised by the TMO/Rydon as a resident/community group. We also reached the unanimous decision to request a meeting with members of Grenfell Community Unite and TMO/Rydon.

We have previously been promised by Janet Edwards from the TMO Resident Engagement Team on 17th September 2014 that:

"would confirm that the TMO has no objection to the tenants and leaseholders of Grenfell Tower forming a Grenfell Tower Improvement Works Resident Group, and I would advise that this Group will be consulted by the TMO on matters relating to the Grenfell Tower building works. Indeed, the TMO has no objection to any residents wishing to form a resident group for purposes of consultation"

Members of Grenfell Community Unite would, therefore, like to take up the TMO's offer of consultation and we are requesting that you meet with our members as a matter of some urgency. We are also requesting that a representative from the contractor Rydon is present at the meeting and also representatives from Max Forham and the architect Sudio E. We will be inviting our Ward Councillors, as a matter of course. We are suggesting that the meeting might be held on Tuesday April ???and we will supply you with an agenda and provide a set of requests prior to the meeting. We shall be asking our contact at Unite Community to come and assist Chair the meeting and if she is not available we shall approach the Kensington and Chelsea Social Council and request a facilitator from there.

Please confirm your willingness to meet with Grenfell Community Unite Members and we can then progress and set a date for our meeting?

Regards,

Mohamed, Farhad, Folora (20th Floor), David, Leia (18th Floor), SJA (14th Floor), Edward, Omer (13th floor), Steve, Aziza (12th Floor), Martha (11th Floor), Dennis (10th Floor), Youssef (8th Floor), Hanan (6th Floor), Shanti (5th Floor) on behalf of Grenfell Community Unite

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