
From: David Collins <david@future-conversations.com>
Sent: 06 January 2016 08:26
To: Cllr.Blakeman@rbkc.gov.uk
Subject: Re: Grenfell Tower Issues

Thanks Judith,

The learning points made particularly good reading. And so disappointing to read some of the complaints and serious issues which still remain unresolved, or to which you have received no answer. Rydon's, "Nothing happened" response to TMO questions or resident's complaints is so farcical and frequently the first thing they say.

For me it all begins with attitude and approach. The contractor takes their lead from the client. And somewhere in that the care and respect for residents, and a desire to properly engage and communicate with them, is missing. And by the sounds coming from the Board meeting, it is still missing that this is missing.

David

Sent from my iPhone

On 4 Jan 2016, at 12:41, <Cllr.Blakeman@rbkc.gov.uk> <Cllr.Blakeman@rbkc.gov.uk> wrote:

David

For your information. Any comments on the Learning Points document would be gratefully received.

Judith

From: Cllr, Blakeman, Judith
Sent: 04 January 2016 12:37
To: TMO Board
Cc: 'john.sweeney@parliament.uk'; Cllr, Atkinson, Robert; Cllr, Lasharie, Beini; 'BORWICK, Victoria'
Subject: RE: Grenfell Tower Issues

Attached please find my notes of the December Compact meeting with Cllr Victoria Borwick MP and also the work in progress on some recommendations for the Housing and Property Scrutiny Committee.

Kind regards.

Judith

The Royal Borough of Kensington and Chelsea.
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<Compact TMO Meeting 14 December 2015.rtf>

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