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**Subject:** Metering system for billing purpose

**Mr Mark Anderson**

The Director of Asset and Management TMO  
292a Kensal Road, London, W10 5BE

**Paul Dunkerton**

The Project manager &

**Siobhan Rumble**

The Area Manager of LWE

8<sup>th</sup> January 2013,

By hand/Post/Email

Dear Mr Anderson,

Please find attached the copy of the email dated 26<sup>th</sup> July, which we addressed to Councillor Coleridge for his valuable attention and inspection. It was in relation to the new central heating system located on the roof serving all flats under the regeneration project. We are extremely grateful to him for listening to our genuine concerns. What Cllr Coleridge has done for the community is creating a lasting legacy, noticeably the commitment towards Grenfell Tower.

The improvement represents an upgrade and replacements to old systems to be in line with the 21<sup>st</sup> Century Academy and Leisure centre. It is paramount for Grenfell Tower that the £9.4m investment into improvement is well spent, particularly in this economic climate. For the past four years, we have had numerous correspondences with the KCTMO in relation to the heating and hot water system. But it seems to

us that it has been without success if the KCTMO goes ahead with replacing the old central heating system again, instead of installing individual boilers and a metering system.

We would like to hear from you and your colleagues' answers to the following issues and concerns raised in the past:

1. **Heating and Meter readings:** the Leaseholders of Grenfell Tower (GT) have been unreasonably paying these bills without meter readings for heating and hot waters bills at least for the last two decades. A refund must be considered immediately to all the leaseholders of GT. It was stated that GT has no gas meter and the gas company are unaware of what GT has been using. You said you would look into this. Why is there no gas meter at GT?
2. In May 2006, KCTMO spent £194,000 to rectify the faulty heating system without success. This is a frightening waste of money.

**ASSERTION FROM THE STAKEHOLDERS MEETING DATED 29<sup>th</sup> NOVEMBER 2011 WITH THE OFFICIAL AND THE COUNCILLOR OF RBKC AND THE KCTMO**

3. Residents were angry that the heating system is the original system and is over 30 years old; they feel it is inadequate and dangerous.
4. Mark Anderson (MA) confirmed that the heating system is being looked at to see if we can offer a joint solution to all residents.
5. Robert Bryan (RB-chair EMB) stated that a lot of money has been spent on the heating system, new pumps/valves, but it seems to have had little affect or no effect. He stated that there needs to be some genuine work done to rebalance the heating and its controls.
6. Cllr Coleridge wanted to know if the system is inadequate or is repairable. MA stated that the system is the original heating and hot water system, if the boilers are turned off then, there will be no hot water. This is a design problem of the original system.
7. Residents wanted to know why they were paying for heating all year when it is switched off in the summers. Daniel Wood (DW) explained that the heating costs are for the winter period and they are apportioned over the year to make this easier for residents to pay  
(Points 6 & 7 were raised by cllr Coleridge and explanation given by Mark Anderson & Daniel Wood is direct contradiction for the simple fact if the Boilers are turned off then no heating and hot water. The simple example of gas cooker, it can be slow it down but cannot be turn off if some wanted to boiler their hot water, and slow it down doesn't means it's not burning gas, burning gas unnecessarily means it's not only unreasonable but waste of money. Who is burning gas unnecessarily in this day and age? The boilers uses or burns energy i.e. gas so the explanation given by Daniel Wood heating costs are for the winter period and they are apportioned over the years to make this easier for residents to pay doesn't make sense).
8. Residents wanted officers to consider the impact of the heat on people's lives and fact that heat can kill. They want a timescale set to addressing the heating issue. We the GTLA highlighted this seriousness of the heating four years ago. And we believe that is a direct consequence of central heating system very difficult and expensive to control and maintain and knowingly why on earth the KCTMO wanted to go ahead with another central heating system. Are we learning the mistake from the past more particularly on the central heating system?
9. It would be scandalous in the 21<sup>st</sup> Century if the KCTMO replaced the gas boiler system with another central hot water cylinder system on the roof of Grenfell Tower without giving individual meters reading for billing purposes. The surrounding high rise buildings all have been installed with individual boiler systems almost two decades ago.
10. RB( Chair EMB) stated that a survey was carried out by the EMB Board and it showed that a lot of heat was being wasted from the chimney. This poses the question why are we wasting heat and not recycling?

11. It was stated that Grenfell Tower has no gas meter and the gas company are unaware of what Grenfell tower have been using. MA will look into this. What no gas meter?

In 21<sup>st</sup> century no utilities suppliers provides gas, electricity, heating without installing meter reading apart from KCTMO at Grenfell Tower. No one in this day and age replace one central heating system with another central heating system located on the roof. We expect the life span of this central heating at least be 30 years. In the longer run like the previous central heating boiler would cost huge amount of money for repair and renewal and not to mention untold suffering would rises from it when break down and rest of the world in a remote village of any country would be equipped with individual boilers with own meter reading system. The KCTMO/EMB knowingly and for the past two decades wasted gas and energy unprecedented level and also knowingly how demanding and how expensive the gas price is? Why the KCTMO/EMB allowed doing so it's remain an open question?

Have you conducted any survey and taken any feedback when KCTMO installed individual boiler in the vicinity of the surrounding high rise buildings at Grenfell Tower? They are all installed with individual boilers system so no one can misuse and pay for somebody else misuses. Who wants to do this in this day in age?

We expect you to provide not only individually control heating and hot water system BUT to install individual boilers above all meter reading system. There is no doubt in our mind it can only be fair, acceptable and reasonable in this day and age and absolutely right things to do under any circumstances if its a minority of one. So no body can misuse gas and heating when it's only use under meter reading system and no one has to pay for someone misuses.

We, the Grenfell Tower leaseholder's Association shall be grateful if you could explain above mentioned and issues raise over a year ago. We the Grenfell Tower leaseholder's Association also expect you to remedy past two decades of unreasonable, unacceptable heating and hot waters charges incurred and incorrect service charges produced as a result under LANDLORD AND TENANT ACT 1985 Section 19 of the landlord and tenant Act 1985 provides (1) Relevant costs shall be taken into account in determine the amount of a service charge payable for a period- It is only logical, reasonable, acceptable suggestion to avoid past costly mistakes when replacing central heating and hot water system without installing meter reading to individual flats for billing purpose the KCTMO can expect robust challenges from the Grenfell Tower leaseholder's Associatio

Best wishes

Tunde Awoderu

Vice chairman

**On Behalf of**

**Grenfell Tower Leaseholder's Association**

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The Royal Borough of Kensington and Chelsea.

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