
From: Fido <[REDACTED]>
Sent: 07 January 2016 13:50
To: cllr.blakeman@rbkc.gov.uk
Subject: Fw: Stage 2 response
Attachments: DaffarnStage2.docx

> Message Received: Jan 07 2016, 11:04 AM

> From: "Edward Daffarn"

> To: "sjevans@kctmo.org.uk"

> Cc: "complaints@kctmo.org.uk", [REDACTED], "SWEENEY, John"

> Subject: Fw: Stage 2 response

>

>

>

>

> Dear Ms Jevans,

> I completely reject your findings into my Stage 2 complaint and believe that you have manipulated the true facts of this case in a way that is designed to further frustrate me and deny me the justice and the apology that I deserve to receive from the TMO.

>

> I now wish this matter to be upgraded to a Stage 3 complaint as I am determined that the Housing Ombudsman will get to investigate the abuse and threats I have been subjected to by Officers of the TMO, in due course.

>

> I will be asking my local Ward Councillors to support my application to the Housing Ombudsman at the earliest opportunity.

> I am not willing to waste too much additional time giving the TMO further details of my complaint as I do not believe that the TMO either have the will or the organisational culture to allow you to look at this matter objectively or independently.

> However, you should know the following facts for the benefit of the Stage 3 investigation:

> I never denied access to my property to Rydon workmen and have always worked with the Rydon resident liaison officers to facilitate entry.

> Two weeks prior to going [REDACTED] in late October 2015, I was visited by Rydon and I asked them some questions about the layout of the heating system in my home and whether it might be possible to make some changes to minimise the visual impact of the works in my hallway.

> I was told by Rydon that they could not answer this question and that they would have to speak with Claire Williams from the TMO to get a response to my query.

>

> I stated that I would be happy for the works to take place, on my return [REDACTED] on the one proviso that Claire Williams visited my home and answered the concerns that I had with regards the lay-out of the pipework. I asked the Rydon Team to contact Ms Williams and arrange this meeting.

> In the intervening two weeks (ie before I went away [REDACTED]) I heard nothing from the TMO or Rydon and neither Claire Williams or anyone else from the TMO bothered to contact me to arrange the meeting that I had requested.

>

> I agreed a provisional start date to my works but after being told
>
>

From: Complaints

> **Sent:** 22 December 2015 11:22

> **To:** 'Edward Daffarn'

> **Subject:** Stage 2 response

Dear Mr Daffarn

On behalf of Sacha Jevans, Director of Operations, please find attached our response to the Stage 2 of your complaint.

Janet Seward

Policy & Improvement Manager
[REDACTED]

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