
From: David Collins <david@future-conversations.com>
Sent: 29 January 2016 10:10
To: Edward Daffarn; [REDACTED] Complaints
Cc: William Thompson; Peter Maddison
Subject: Re: Further complaints at Grenfell Tower

Dear Judith (and TMO Complaints),

I came back last night (from being away since Tuesday afternoon for work) and found the door not working and open to anyone. I have been on the phone to TMO Repairs this morning, the system is now reported as faulty (I have been told it was simply a blown fuse). They are getting Rydon / another contractor on site to fix it so it should work tonight. If the door has been broken since Tuesday what does not work is Rydon and the TMO not checking the services affected by the power shutdown are working once they complete their work. There seems to have been a complete lack of planning this week (for instance, the emergency lighting didn't work on the majority of the stairs, the RLO did not know the status of the operation, and there was no contingency in place for what would happen if power did not come back at 1pm on Tuesday) and also a complete lack of thinking about residents this week (surely someone from Rydon or TMO has been through the broken door since Tuesday and has failed to report it). The TMO are nowhere to be seen at all; I have not had a response to any of my emails to date about the fiasco this Tuesday. Has no one from TMO visited site to make sure things are working (like the emergency lighting on the stairs for instance? Do I need to get this sorted through the TMO Repairs process myself?)

David

From: Edward Daffarn <[REDACTED]>
Date: Friday, 29 January 2016 at 09:45
To: "[REDACTED]" <[REDACTED]>
Cc: David Collins <david@future-conversations.com>, William Thompson <[REDACTED]>
Subject: Re: Further complaints at Grenfell Tower

Dear Judith,

I don't know who to raise this matter with at the TMO as no-one there seems to give a damn about Grenfell Tower anymore.

Anyway, I would like you to know that the front entry lock to our tower block has been broken since Rydons turned the power off last Tuesday.

Residents do not feel safe without a lock to our front door especially in light of the fact that we believe a burglary took place in Grenfell Tower a couple of weeks ago.

Also, sad to say, more rubbish has collected in entry/exit to Grenfell Tower without the TMO taking any action.

Yesterday, a door stored in the hallway came crashing down and almost landed on a group of residents passing by!

Thank you for your assistance with this matter.

Regards,

Edward Daffarn

134 Grenfell Tower