
From: David Collins <david@future-conversations.com>
Sent: 04 September 2015 11:53
To: David Crook; Suzy Cohen
Cc: sarah.richardson@ubm.com; councillor blakeman; cllr.r.atkinson@rbkc.gov.uk
Subject: Re: Urgent Action Required - 85013

Dear David,

That is disappointing. As I have always pointed out the problems here are a result of the community engagement strategy which has been employed by the contractor – i.e. they have not engaged the community in any way, in fact have refused to do so, and have not responded to complaints about behaviour. This is all about their approach to the community and their attitude. This is not about workmanship, though the result of their attitude and lack of community engagement shows up in some of the workmanship. Someone like myself, who is willing to fight them as an individual can get a good result in terms of workmanship. Anyone who cannot fight them is in danger of receiving appalling service, as the evidence shows.

It is disappointing that your organisation has chosen to have no teeth when it comes to its members and their behaviour. I see on Rydon's twitter feed how proud they are to win awards from your organisation, for their community engagement. My request of you is to revise your Monitoring process, to ensure that your monitors speak to members of the local community, and that those people are identified and found independently of the contractor. I am sure the site manager told your monitor all about their robust community engagement process. If your monitor had asked the community about Rydon's approach to community engagement he or she would have found out what is going on, whether they follow their process, and more importantly the actual quality and result of their approach to community engagement. And my request is to reconsider your approach to membership of your scheme; are fees and as wide a base of contractors taking part as possible most important – or is strength of brand and only having members who actually perform highly at what they do (incentivising good performance as you cannot join the club unless you have it)?

I for one am disappointed at your response, suggesting this is about quality of workmanship, when really it is a project where the contractor has failed to engage the community, has treated some individuals appallingly, and has refused to investigate the occurrences of such matters.

Yours,

David Collins

From: David Crook
Date: Friday, 4 September 2015 11:04
To: David Collins
Subject: RE: Urgent Action Required - 85013

Dear David

I have forwarded your e-mails as requested, for Rydon to look into further.

With regard to their registration of this project, our assessment of a site is based on visits by one of our experienced Monitors. They visit each registered site twice during a 12-18 month registration period and look to assess the site's

performance against our Code of Considerate Practice based on what they see and hear at the time of the visit, and on their discussions with the site manager. These Monitors are not inspectors or auditors but are Construction industry professionals who act as 'informed members of the public' when assessing the site and the image it portrays. We are unable to assess sites on a continuous basis due to cost and logistical constraints and these visits therefore inevitably provide a snapshot of how that site is performing. Our Monitors attempt to take into account the context of each site and any constraints or issues they have to deal with based on that particular project.

It is also vitally important that they only look at those areas within the remit of the Scheme, and do not look to assess how the client or contractor are performing in other areas. Whereas we fully appreciate the seriousness of your concerns, standards of workmanship are excluded from our remit, and we are therefore pleased to note that you are taking these issues forward in consultation with your local councillors. We do not look at the project itself, nor the longer term nature of the works as that is outside the remit of the Scheme, and we do not look to get involved with planning and building regulations, as there are separate entities who oversee these elements of the construction process.

Unfortunately, and perhaps inevitably, construction activity does impact on the world around it with noise, waste, traffic, etc. and sites are asked to manage this and minimise the impact of their work as much as possible.

Regards

David Crook
Public Liaison Officer

Considerate Constructors Scheme | Telephone: [REDACTED] | Website: www.ccscheme.org.uk | Email: enquiries@ccscheme.org.uk | Address: PO Box 75, Ware, SG12 0YX



Considerate Constructors Scheme

A non-profit making, independent organisation founded in 1997 by the construction industry to improve its image

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From: David Collins [<mailto:david@future-conversations.com>]
Sent: 03 September 2015 15:00
To: David Crook; Suzy Cohen
Subject: Fwd: Urgent Action Required

Just in case Rydon management happen to be making out this is just me raising unfounded cases, below is what our local councillor found when she visited the lady today (I have removed her name etc). As far as I am aware Rydon have still done nothing to investigate the other complaints they have received.

I am saddened by what is happening on this site. The experience and the stories of others has changed my relationship to the considerate constructors scheme too. How can a company use such branding and operate in this manner?

Sent from my iPhone

Begin forwarded message:

From: "Judith Blakeman" <[REDACTED]>
Date: 3 September 2015 12:31:01 BST

To: "Peter Maddison" <pmaddison@kctmo.org.uk>, "David Collins" <david@future-conversations.com>

Cc: <sjevans@kctmo.org.uk>, <cllr.atkinson@rbkc.gov.uk>

Subject: RE: Urgent Action Required

Dear Mr. Maddison

I have just been to visit the resident. She is Ms. of Flat , mobile no. .

The description of her circumstances is as described by Mr. Collins in his e-mail. Ms. Adam is disabled. She has just had her bath replaced with a shower as she was unable to use a bath owing to her disability. Unfortunately this means that the walls of her bathroom have been tiled, which will make it more complicated to put the HIU unit in the cupboard where the boiler was before.

As stated, her blinds rails have been damaged and not put back properly; she is very unhappy about the siting of the boiler unit and all the associated pipework, which she has been told is going to be left as it is. Her entrance hallway has had the ceiling lowered significantly and it is now rather oppressive. Her brother who visits her to offer support is tall and now bangs his head on the ceiling. One of her new windows does not close. I do not find this acceptable.

Ms. Adam speaks sufficient English but I think it would be very helpful if she were visited by an [REDACTED] speaking interpreter, ideally female, in company with someone from the TMO and/or Rydon.

Many thanks.

Cllr. Judith Blakeman

From: Peter Maddison [<mailto:pmaddison@kctmo.org.uk>]

Sent: 03 September 2015 09:56

To: 'David Collins'

Cc: Simon Lawrence; Janet Edwards; john.sweeney@parliament.uk; Robert Black; Siobhan Rumble; Samantha DeHaan; Claire Williams; councillor blakeman; cllr.r.atkinson@rbkc.gov.uk

Subject: RE: Urgent Action Required

Dear David

Thank you for your message.

Would you please let me have the contact details of this resident so we can investigate this matter?

Regards

Peter

Peter Maddison
Director of Assets and Regeneration



t:

m:

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

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From: David Collins [<mailto:david@future-conversations.com>]

Sent: 03 September 2015 09:37

To: councillor blakeman; cllr.r.atkinson@rbkc.gov.uk

Cc: Simon Lawrence; Peter Maddison; Janet Edwards; john.sweeney@parliament.uk; Robert Black; Siobhan Rumble; Samantha DeHaan; Tucker, Pilgrim; Claire Williams

Subject: Urgent Action Required

Dear Judith & Robert,

At our Grenfell Tower residents' meeting last night we had a woman join us half way through the meeting, looking very pale. When we asked her why she had come to our meeting she told us the following story; I have attempted to summarise the main points. She came to the meeting as she had seen our latest newsletter (attached) asking people to come talk to us if they had issues. As there are other people copied on this email I will not provide her address and name to all, but will forward that separately. She does not have email, but I have her mobile and flat number. She was extremely humble, quiet, and as you can read in her story she is vulnerable.

"I have many problems in my flat.

Rydon have made many appointments to come and carry out work in my flat, and they have not come to them, or let me know that they were not coming.

I have been making time to stay at home for Rydon, and they have continually not come when they said they would.

They took my curtains down for 9 days. They broke my curtain rail.

For a period of two weeks they kept saying, "We are coming tomorrow", but they did not come. I kept phoning them but they did not answer my calls. I talked to their Managers about this, but got no response.

As a result of Rydon working in my home over this period my gas and electric bills have risen. I live here on my own. Normally my joint bill is never more than £70 for 3 months, the last bill was £117. I have received a red bill notice. I asked TMO if they would pay some of the charge, they agreed, but (did not catch what was said here). I do not even use heating.

I have a health problem. I have never used the heating in my flat before because of my health. It is dangerous for me to get hot. I have to have my windows open, even in the winter, with no heating on because of my health condition. I am really worried about what is going to happen with new windows and this new heating system.

TMO only told me about the other works, other than the windows.

They have put a heating system in my hallway, there is no room in my flat any more, it makes everything cramped. I would like it moved.

They told me everything would take 2 weeks. What happened is I couldn't use the toilet for 3 months, the loo for four days. I had to visit a friend in Shepherds Bush to use their toilet and bathroom. I had no drinking water in the flat during the night.

It would be good if your newsletter came out in another language that just English, as all the notices come out in English"

She continued to talk of other problems, but we didn't have time to capture it all. The details recorded in the email do not seem to quite capture her situation – most people in our meeting were moved to silence. I told her I would forward her details to Councillors Blakeman and Atkinson. Please could you contact her?

The reason I have copied others on this email is because it highlights (for me and us) what has happened in this area of Kensington & Chelsea as a result of the lack of effective engagement and dialogue between TMO and the community, by the TMO not listening immediately to our concerns in March 2015 and proceeding with a tactic of refusing to engage with the community, and the ongoing and continued lack of response and investigation in to reports of people people feeling they have been harassed, threatened or poorly taken care of during the improvement works (and beyond). In my opinion, it is imperative we act on these three things immediately.

I am convinced this woman's story is simply one example of others we have not yet heard. When we knocked the doors of people in Grenfell Tower earlier this year, we met other people who were not getting taken care of and who were not able to speak up for themselves. I have met at least two other women in the last three weeks who want to speak about their problems, but have not yet made it to the Councillors surgery or to the point of formalising what they want to say (one came to the door but didn't come in – she is scared of losing her tenancy).

I cannot get to the bottom of all these cases; but we must. We do not accept that people are impacted in such a way whilst we try to "improve" things, or that nothing should be done to find out if there are more people who have experienced completely avoidable hardships this past six to twelve months. And given the personal experiences we have and hear we do not accept there is any notion of the improvement works currently being "good enough".

Yours,

David Collins

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