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**From:** J BLAKEMAN <[REDACTED]>  
**To:** complaints@kctmo.org.uk  
**Subject:** Re: Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088

-----Original message-----

From : complaints@kctmo.org.uk

Date : 07/01/2016 - 09:50 (UTC)

To : [REDACTED]

Subject : Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088

Dear Councillor Blakeman

Thank you for your email concerning Ms Raihani's report of an alleged unauthorised use of her front door key. I was very sorry and concerned to hear about this incident.

In line with our Complaints Procedure serious allegations concerning criminal activity fall outside the scope of the Policy and are not dealt with through the Complaints Procedure.

However, due to the serious nature of the case we have approached the Contractor, who provided a statement. They informed that the labourer who did the mopping up after the flooding no longer works for them; therefore they were unable to speak with him. The contractor also confirms not having had any contact from the police with regard to this matter.

It is our view that Ms Raihani now follows this matter up with the Police.


Kind regards

**Dulce De Oliveira Watts**  
**Complaints Officer**

[REDACTED]

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**From:** Judith Blakeman [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 05 January 2016 08:26  
**To:** Claire Williams; Dulce De Oliveira; Complaints  
**Cc:** Siobhan Rumble; [REDACTED]  
**Subject:** RE: Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088

Dear Complaints

May Ms. Raihani and I now have a response to the outstanding element of the Stage Two complaint concerning the unauthorised use of her front door key please?

Many thanks.

Cllr Judith Blakeman

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**From:** Judith Blakeman [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 09 December 2015 16:32  
**To:** 'Claire Williams'; 'Dulce De Oliveira'  
**Cc:** 'Siobhan Rumble'; [REDACTED]  
**Subject:** RE: Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088

Dear Ms. Williams

Many thanks and I hope the discussions will be successful.

There is still the outstanding matter of her Stage Two complaint concerning the unauthorised use of her front door key.

Kind regards.

Cllr Judith Blakeman

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**From:** Claire Williams [<mailto:clwilliams@kctmo.org.uk>]  
**Sent:** 09 December 2015 15:19  
**To:** 'Judith Blakeman'; Dulce De Oliveira  
**Cc:** Siobhan Rumble; [REDACTED]  
**Subject:** RE: Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088

Dear Councillor Blakeman

The TMO are talking to Ms Raihani about her installation, with a view to bringing this to a satisfactory conclusion. I have just left a message for her this afternoon.

**Claire Williams**  
**Project Manager**



t: [REDACTED]  
m: [REDACTED]

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**From:** Judith Blakeman [mailto: [REDACTED]]  
**Sent:** 06 December 2015 18:41  
**To:** Dulce De Oliveira; Claire Williams  
**Cc:** Siobhan Rumble; [REDACTED]  
**Subject:** RE: Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088  
**Importance:** High

Dear Ms. Williams

I have met Mrs. Raihani to discuss this response to her **First Stage** complaint under the TMO Complaints Procedure and she has asked me to respond as follows.

Background to installation and appointments

Mrs. Raihani felt that you were pressing her too hard when you telephoned on 27 November and did not listen to what she had to say. She says that you said "I am giving you Saturday and Sunday", whereas she responded that "I cannot do anything, let me find someone", which does not indicate assent to the works being done on 30 November.

Mrs Raihani says that there is no need to cut away a part of her worktop. The worktop can be lifted off intact once the silicone fixing is removed and this is what should be done. She will not permit a part of the worktop to be cut away.

She is content for the Rydon operatives to remove the wall cabinet, so long as they put it back up once they have finished the works. She also asks that, rather than installing the smaller new door that she has seen in other flats, her existing doors are put back in their current position, which will anyway make it easier to access the new HIU should this be needed in the future.

Consequently, Mrs. Raihani will keep the appointment with Rydon's plumbers for 8 am on 11 December **subject to the following conditions:**

1. That the worktop is lifted intact by Rydon to allow the works to take place and is then replaced as before;
2. That the wall cabinet is removed by Rydon and then replaced as before;
3. That the original doors are reinstated as before.

Can you please confirm that these conditions will be met? And, for the avoidance of doubt on 11 December, please ensure that the Rydon plumbers have clear written instructions of the works to be carried out.

With regard to fitting new blinds, during the debate in the Council Chamber last Wednesday, councillors were given to understand that the TMO and Rydon will be working hard in consultation with tenants and leaseholders to ensure that the needs of individual residents are met.

Councillors were given a firm commitment in the Council Chamber that “the Council’s contractors have offered ... help in finding a solution to any damage/repair works that need to be undertaken” and that the Council will work with KCTMO and Rydon “to ensure that when approached by residents of Grenfell Tower they will try to assist them to re-hang curtains or blinds or find a solution to help them put up new window fittings”. This means that some alternative solution must be found by Rydon to install the blind in Mrs. Raihani’s kitchen.

#### Compensation after the flooding

You have stated that “Rydon have the usual insurance procedure of requesting invoices/receipts”. Mrs. Raihani continues to hold the receipts. She has offered them to Christina Stephanou, but has been unable to hand them over as Ms. Stephanou is not on site very often. Consequently Mrs. Raihani contacted the Citizens’ Advice Bureau for support in obtaining compensation. Lynda Prentice telephoned her a couple of days ago to ask for the correct spelling of her name for a cheque for the toilets, but also said that Rydon would deal with that aspect of the claim.

Mrs. Raihani requires clarification of precisely what is happening with regard to the compensation since your response seems to be at odds with what Rydon have told her. Can you please provide this clarification?

#### Keys to the front door

Mrs. Raihani is referring this issue to the **Second Stage** of the Complaints Procedure, since it has not been properly investigated.

Mrs. Raihani advises that the operative concerned was of [REDACTED] who came into the flat to mop up after the flooding. Her front door keys were on the hall table and one of these was removed. A couple of days later, when she was away and her daughter was alone in the kitchen, her daughter heard the front door open. Fortunately the chain was across the door. She went into the corridor and saw the man who had attempted to enter the flat, recognising him as the man who had mopped the floor. He then ran off towards the lifts.

Mrs. Raihani’s daughter first of all rang her father for assistance but he was not available. She then rang the Police, who attended. The Crime Reference Number is [REDACTED],

which will enable you to check the incident. The Police contacted the Council and changed the lock on the front door, providing the family with new keys. Mrs. Raihani's daughter then reported the incident to Lynda Prentice. She asked Ms. Prentice which operatives were working in the Tower that day, but she did not know.

I hope this further information will enable you to investigate the incident properly and ensure that Mrs. Raihani and her daughter receive an apology for what happened.

Many thanks.

Cllr Judith Blakeman

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**From:** Dulce De Oliveira [<mailto:doliveira@kctmo.org.uk>]

**Sent:** 02 December 2015 13:00

**To:** [REDACTED]; Claire Williams

**Cc:** Siobhan Rumble

**Subject:** Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088

Dear Councillor Blakeman

### **126 Grenfell Tower**

Further to your email of 29 November 2015, I have done some investigation with Rydon, and respond as follows:

#### **1 Background to installation and appointments**

In terms of the appointments made for the boiler (HIU) installation, Ms Raihani had had a hand posted letter from myself dated 29 October 2015, and a letter hand posted by Siobhan Rumble's housing team dated 24 November 2015 about the 30 November 2015 appointment. I rung Ms Raihani on 27 November 2015 to ensure she was prepared for the 30 November 2015 appointment. I did confirm that Rydon were not able to remove the worktop, and that the 30 November 2015 appointment would be for a hall installation. Ms Raihani was aware of this as at their survey on 9 November 2015 Rydon had stated that they could not do a kitchen installation because of the worktop removal.

As I was speaking to Ms Raihani on 27 November 2015, she said she was prepared to get someone to remove the worktop herself. I suggested that if she could do this in time for the Monday 30th appointment this was great, but if not she needed to have a definite date this week that it was to be removed. I am not aware from your letter that Ms Raihani has made any arrangements for this at all.

In terms of why the worktop needs to be cut back, this is because the plumbing connections are at the back far corner of the service duct, at low level. The plumber has to physically access these connections, and then a new false wall is built in the duct (backing onto the wc) to support the HIU's weight. There is also a wall unit that needs to be removed to allow access, but Rydon report that Ms Raihani had no concern over this. The new doors that are formed are to provide future access to the HIU for maintenance.

In terms of worktop removal, this can be problematic as dependent on the way it was fitted, often the wall tiling immediately above can crack, and if elements are fitted to the worktop this means this may mean adjacent kitchen fittings suffer minor damage, i.e. warping or fixing holes being left. As you comment, the worktop is non-standard and expensive, so the worst thing that could happen is that the kitchen units are damaged and the resident is left without a kitchen/ or that Rydon are asked to replace a whole kitchen. I have photographs showing that one drawer unit is already broken and the worktop has a gash on it. I believe the kitchen was fitted by the resident, and our repairs record shows that there have been several plumbing call outs, so we have no guarantee of the quality of the existing installation.

In conclusion, the resident's options are:

- 1) That the resident arranges removal of the worktop for a kitchen installation. This has to be at the soonest date as Rydon's plumbers last appointments are being booked, the only date left is 8am on 11 December 2015.
- 2) The property has a hallway HIU installation.

## 2 Compensation after flood

Rydon have been dealing with this direct. Rydon have the usual insurance procedure of requesting invoices/receipts and I was made aware yesterday that they had had some information via the local law centre.

## 3 Blinds

Rydon have made several arrangements to fit the living room blind, which they report the resident was not always able to keep. I understand they were given access to fit this blind on 1 December 2015.

Ms Raihani bought a new kitchen blind, which was too large and could not be fitted. This has since been cut back by the resident and it is now smaller. There is a kitchen unit stopping it

being fitted to the window frame, and Rydon have cautioned the resident that they would not fit it to the ceiling as the decorative finish can contain asbestos. On this basis I understand that this blind has not been installed by Rydon.

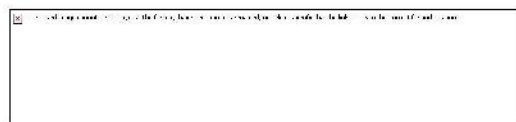
#### 4 Keys to the front door

Rydon inform me they have never had any keys to this property. I am aware that during Ms Raihani's absence her daughter has been the keyholder. Rydon report that after the incident you mention, Ms Raihani's daughter asked Rydon if any workmen had seen anyone going into the flat i.e. she was clear that they had no keys. I do not know who has provided a new lock and key, it is not showing on our computerised repairs system to date.

Finally, I hope this answers some of the questions raised. Rydon have found it hard to engage with Ms Raihani, with appointments made being either not kept or moved. They have been into her home several times.

I need Ms Raihani urgently to confirm which of the 2 options she chooses to go with, so that she can have her installation completed whilst Rydon's heating plumbers are still on site. I think that we need to be clear that our negotiations with this resident have been carried out over a period of many months and we need now to bring these to a satisfactory conclusion.

Yours sincerely



Claire Williams

Project Manager

cc: Siobhan Rumble, Neighbourhood Manager Lancaster West



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**From:** Judith Blakeman [mailto: ]  
**Sent:** 29 November 2015 17:56  
**To:** Complaints  
**Cc:** Claire Williams;   
**Subject:** Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT  
**Importance:** High

Dear Ms. Williams

Today I visited Ms. Raihani so that she could let me know of her problems with the current refurbishment programme.

You have told that her that operatives will be visiting on Monday (tomorrow) and that prior to their visit, it is expected that she should have cut off part of her kitchen worktop and taken down a wall cabinet. She was told that a letter had been sent to this effect although she has not received one. She was also told in discussions with you that she had Saturday and Sunday to find someone to do the work for her. Clearly this was not realistic and I have advised Ms. Raihani that she should not allow any works to be done tomorrow, pending a resolution of the issues that concern her.

I had a look at her kitchen and there is a very large space into which the new HIU can be installed. It is not clear why the worktop and wall unit have to be removed at all, since there appears to be plenty of room for the much smaller boiler. Similarly, it is also unclear why new doors will have to be fitted when the current doors to the old boiler unit are perfectly good and can easily be slotted back into position once the work is done.

Ms. Raihani's flat has also been badly damaged by a major leak from the flat above when the new unit and radiators were installed upstairs. This included completely destroying her new sound system, water seepage into the floors causing warping and tiles coming off the walls in the kitchen, bathroom and lavatory. The workers had also undertaken to refit her blinds after the windows were replaced, but this has not yet happened.

Finally and very seriously, one of the operatives took away her front door key. A couple of days later he attempted to enter the flat when Ms. Raihani's daughter was alone there. Fortunately the chain was across the door, but Ms. Raihani's daughter was very scared and had to call the police. I understand that a new lock and key have been provided, but this is the sort of incident that should never happen and which the TMO persistently denies has ever happened.

Ms. Raihani has asked

- that she is given sufficient formal notice of the date when the operatives will be installing the new HIU, together with a clear explanation of what works will be carried out and how
- that the works be done without requiring the worktop to be cut or the wall unit to be removed – but if this is absolutely necessary, then an operative should be tasked to carry out these works and appropriate compensation be made available. The worktop is not a standard size. It would be expensive to replace, will have to be specially ordered and will require specialist installation
- that all the other damage be repaired
- that she be fully compensated for the damage to her property
- that the blinds be refitted to her windows as promised; and
- that she and her daughter receive an apology for the stress that the builder's unannounced visit caused.

In the meantime, Ms. Raihani will not be allowing any works to be carried out to her flat. She has been told that if she does not permit the works to be done, suggested to her that action will be taken against her. Clearly, this will have to be the subject of a court order and, as that will be a time-consuming process, it would be far better to resolve these problems amicably so that early progress can be made.

I hope therefore that these matters can now be resolved satisfactorily and Ms. Raihani and I look forward to hearing from you.

Kind regards,

Cllr Judith Blakeman

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