
From: Judith Blakeman <[REDACTED]>
Sent: 17 June 2017 06:34
To: cllr.blakeman@rbkc.gov.uk
Subject: FW: Cllr Blakeman Enquiry Response to various cases - 29.1.16

From: Peter Maddison [mailto:pmaddison@kctmo.org.uk]
Sent: 29 January 2016 10:13
To: 'Cllr.Blakeman@rbkc.gov.uk'
Cc: (T) Complaints
Subject: Cllr Blakeman Enquiry Response to various cases - 29.1.16

Dear Councillor Blakeman

I am writing in response to your emails sent on Friday 14th January.
Some of the issues that you have raised are new and others are updates on previous enquiries that we have responded to.

I would be grateful if you would clarify whether there are any further pieces of casework where you are awaiting a response, or would like a further update on a previous enquiry. Can I suggest that you meet with myself and Yvonne Birch to help us ensure that we consistently provide the information you require and that the monitoring arrangements of complaints and enquiries works effectively?

The following is an update on the issues you have raised.

Ms Adan – 14 Grenfell Tower

I responded to your enquiry on 30th November 15. I would be grateful if you would clarify what further information you require.

I would confirm that we are aware that Ms Adan has asked that the HIU be relocated in her home. We have this on record and will consider this matter in due course, as agreed.

Ms Kasote – 41 Grenfell Tower

Claire Williams responded to your enquiry on 3rd December 2016.
By way of an update I would confirm the following:

- **Blinds:** Rydon have fitted the blinds in Ms Kasote's home on 7th January
- **Wardrobe damage:** This has been repaired
- **Paint damage:** We understand that this matter has been resolved. We have not been able to contact MS Kasote to confirm that she is satisfied with the outcome, but we will do so.

Having reviewed your original enquiry, I would add the following:

As you are aware, we have always maintained that each flat in Grenfell Tower has a slightly different layout and we adapt the design to the property in discussion with residents. Rydon met with Ms Kasote on in advance of the works and explained the scope and detail of the works.

In some one bed flats the shelving unit in the hallway is narrower than in the two bed flats and the HIU cupboard is not flush with the edge. I can confirm that this arrangement meets building regulations and fire safety requirements.

I also note that Ms Kasote would like the HIU to be relocated and we will keep this request on record pending a decision on this matter.

Ms Turufat - 44 Grenfell Tower

The Complaint Ref 234855 relates to responsive repairs carried out in her home, and are not related to the Rydon refurbishment works. The responsive repair works relate to decoration works and an issue with ripped floor covering in the kitchen and a new issue around a dripping tap. This matter is being resolved with Repairs Direct through the complaints procedure.

The additional issues that you have raised relating to the Rydon refurbishment work:

Windows not closing properly: Our Clerk of Works has visited Ms Turufat and confirmed that the windows are operating correctly. The handles are slightly stiff, but will loosen in use. The resident was satisfied with this response and has signed the handover form to confirm this.

Floor level pipework – boxing of floor level pipes is not included in the scope of work. We have advised Ms Turufat of this and have asked her to discourage her child from standing on the pipes.

Pipework at high level – Rydon has agreed an appointment with Ms Turufat to complete these works on 8th February.

Ms Raihani – 126 Grenfell Tower

Claim for Compensation– Rydon have made an offer of compensation to Ms Raihani relating to damage caused as a result of a flood from the flat above. An initial instalment has been paid, which Ms Raihani has accepted. A cheque has been raised for the balance and will be paid once Ms Raihani has signed to confirm that she is accepting this payment in full and final settlement of the matter.

Rydon have written to Ms Raihani to confirm the proposed full and final settlement. If there are further issues that Ms Raihani wants to include in this settlement, then she should raise them with Rydon in the first instance. If agreement cannot be reached with Rydon, then the matter should be raised with KCTMO through the complaints procedure, although the matter may be referred to our insurers or a loss adjuster, depending on the specifics of the issue. We will write to Ms Raihani to clarify this point.

Grouting to Kitchen Tiles: We have visited Ms Raihani and inspected the tiling in her kitchen. The grouting is a non-standard colour and we have agreed that we will make a payment to her to make this good.

Redecoration behind new radiators: Where the new radiator is smaller than the original, we offer two options:

1. The radiator is mounted on a painted backboard, or
2. Rydon will be pay a decorations allowance of £50

In this instance Ms Raihani has redecorated the area around her radiator and Rydon will pay a decorations allowance of £50.

Boxing of central heating pipework:

As you are aware, boxing of low level pipework is not included in the works. Low level pipework does not affect the location of furniture adjacent to it. The maximum temperature of the pipes within the flats will be at a maximum temperature of approximately 60 to 70 degrees centigrade. This temperature is not high enough to scorch fabric or furniture on contact as suggested and does not represent a health and safety hazard in normal use. We have inspected the piece of material that is alleged to have been scorched and do not consider that it is feasible that it was damaged by the heating pipes.

Redundant pipework: We do not cut back redundant pipes at floor level because a length of pipework is required to successfully cap the redundant pipes and most residents floor have floor finishes that fit neatly around those pipes and we do not want to disturb this. This has been the approach that we have shown residents in the show flat in advance of the works.

The remaining length of pipework is located directly below the new radiator and does not present a trip hazard. Our Clerk of Works has inspected the installation and confirms that the work has been carried out satisfactorily.

Redecoration to Bathroom ceiling: some repair work has been carried out to the bathroom ceiling by Repairs Direct to remove some asbestos containing material. Repairs Direct will make contact with Ms Raihini to gain access to complete the redecoration.

Ms Neda – 205 Grenfell Tower

You state that "Some of the radiators are not hot enough. They have been checked and found not to be working properly because of where they have been placed. However, they cannot be moved because of the small size of the bedroom". This statement is not correct. Rydon have visited Ms Neda and found that the radiators were working properly. The radiators are in the same location as they were previously. Rydon have visited Ms Neda to check the system and explain its operation. We have tried to contact Ms Neda to confirm that the heating is working satisfactorily.

Some of the windows do not close properly: Rydon has inspected the windows. They have found all of the windows to be operating well with the exception of the seal to the top of the bedroom window which was poorly fitting. A replacement gasket has been ordered and Rydon will contact Ms Neda with a date when this will be fitted. Our Clerk of Works has also inspected the windows and confirms this position.

Fan on Roof: This is an existing fan on the roof that links to the communal ventilation system. We are currently investigating whether the fan can be overhauled and repaired. If it cannot then we will arrange for its renewal.

Kitchen Fan: There has been an issue with the extractor fans in the kitchen and a number of residents have reported noises when there are high winds. The fan manufacturer is investigating this matter and we will be carrying out remedial work once an acceptable solution has been identified. Rydon's RLO's have explained this matter to Ms Neda.

We intend to give all residents an update on this issue in the newsletter that we will send out in the next week.

Fixing Curtains and Blinds: Claire Williams has discussed this matter with Ms Neda and we have asked her for clarification of what action she requires. We are awaiting a response and will make further contact with Ms Neda to resolve this matter.

Boxing of pipework: Boxing of low level pipework is not included in the scope of works.

Decorations: Rydon will make good or offer appropriate payment for making good of specific damage caused to residents decorations, for example, we are offering a payment of £50 to residents who want to redecorate the area around the living room radiator and the exposed pipework themselves. (Alternatively Rydon will provide a painted backboard and paint the pipes themselves).

If Ms Neda has other specific areas of damaged redecoration, then she should raise this with Rydon's Resident Liaison Officer.

We will make contact with Ms Neda to clarify these matters and agree appropriate action.

Please let me know if you would like any further information, or whether there are any other matters that you would like an update on.

Yours sincerely

Peter Maddison

Director of Assets and Regeneration

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