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**From:** jmlakeman <[REDACTED]>  
**Sent:** 07 December 2015 09:05  
**To:** 'Robert Black'; '(T) Complaints'; 'Gill Petford'  
**Cc:** 'Cllr.Paget-Brown@rbkc.gov.uk'; 'SWEENEY, John'  
**Subject:** RE: Complaint against TMO's use of solicitors letters.

I am meeting him for coffee this morning at 10 am. What shall I say to him?

Judith

-----Original Message-----

**From:** Robert Black [mailto:rblack@kctmo.org.uk]  
**Sent:** 07 December 2015 09:03  
**To:** (T) Complaints; Gill Petford  
**Cc:** Cllr.Paget-Brown@rbkc.gov.uk; SWEENEY, John; [REDACTED]  
**Subject:** Re: Complaint against TMO's use of solicitors letters.

Hi team he has sent this over the weekend. Can you agree who acknowledges and responds please

Robert

Sent from my Samsung device

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

**From:** Edward Daffarn <[REDACTED]>  
**Date:** 05/12/2015 22:42 (GMT+00:00)  
**To:** Robert Black <rblack@kctmo.org.uk>  
**Cc:** "Cllr.Paget-Brown@rbkc.gov.uk" <cllr.paget-brown@rbkc.gov.uk>, "SWEENEY, John" <john.sweeney@parliament.uk>, [REDACTED]  
**Subject:** FW: Complaint against TMO's use of solicitors letters.

Dear Mr Black,

I am writing to you in your position as Chair of the TMO to ask you to personally intervene to stop officers from the TMO targeting me and intimidating me with solicitors letters demanding entry to my property in Grenfell Tower.

I have never refused entry to the TMO and Rydon with regards the need to fit a boiler in my flat so there is no need for them to send me threatening and intimidating solicitors letters in the first place.

I have made an official complaint last week to the TMO about the solicitors letter I received on December 1st at 3.45pm demanding entry to my flat at 8.00am on 2nd December (see below) but instead of dealing with my complaint I returned home this evening to find another letter from DMH Stallard solicitors informing me that I will have another forced entry to my property planned for 14th December.

I had asked Janet Seward and the TMO's complaint team to investigate my complaint but the only response that I have received to date is another threat from the TMO's solicitors and no explanation as to why I received a letter informing me that I had to open my flat to workman on 2nd December and I have received no information as to why these workman did not attend.

If you have taken the time to read some of the 180 odd comments recently left on the Horner's Nest website you will discover that there is a general belief that the TMO do not respond to resident complaints by dealing with the issues raised but rather your officers prefer to spend their time victimizing and intimidating those who are brave enough to raise their heads above the parapet.

I have committed no crime against the TMO and there is no reason why your officers should spend their time finding ways to use solicitors letters to frighten and target me.

Please can you investigate why your officers have decided to treat me in this abusive matter and arrange a meeting with Claire Williams, my Ward Councillor and yourself where any issues can be dealt with without the need to intimidate me or send me solicitors letters demanding entry to my home?

The legal advice that I have subsequently received is that the County Court will take a dim view of any attempt by the TMO to gain entry to my property after you failed to send workman to my property after I was threatened with forced entry on 2nd December.

Please, also, be aware that I will be raising this matter with my MP and local Ward Councillors and I will be asking them to contact you and receive assurances that you will instruct your officers to stop bullying and intimidating me and start treating me with the respect that every tenant deserves. Please will you respond to this email directly and answer the question contained within for me?

I will look forward to receiving a swift response to this very unsettling and abusive behaviour.

Regards,

Edward Daffarn

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From: [REDACTED]  
To: [jseward@kctmo.org.uk](mailto:jseward@kctmo.org.uk)  
CC: [REDACTED]; [john.sweeney@parliament.uk](mailto:john.sweeney@parliament.uk)  
Subject: FW: Complaint against TMO's use of solicitors letters.  
Date: Thu, 3 Dec 2015 10:12:58 +0000

Dear Ms Seward,

I wish to formally complain to you that TMO officers are abusing their positions by sending me intimidating and totally disproportionate threats by means of solicitors letters.

I wish you to investigate this allegation directly.

There is no need for the TMO to send me solicitors letters in the first place as I have every intention of facilitating entry to my flat so workmen can fix the new heating unit.

Please can you investigate why I was sent a solicitors letter on 1st December demanding access to my property at 8.00am on 2nd December but how no workmen or contractors actually bothered to turn up on 2nd December and no one from the TMO has had the good manners to communicate with me subsequently?

It is not acceptable for a TMO to threaten and intimidate its tenants in such a callous and premeditated manner.

I will be happy to give you more information if you require?

Regards,

Edward Daffarn

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From: [REDACTED]  
To: [clwilliams@kctmo.org.uk](mailto:clwilliams@kctmo.org.uk)  
CC: [REDACTED]; [john.sweeney@parliament.uk](mailto:john.sweeney@parliament.uk); [rblack@kctmo.org.uk](mailto:rblack@kctmo.org.uk); [complaints@kctmo.org.uk](mailto:complaints@kctmo.org.uk); [david@future-conversations.com](mailto:david@future-conversations.com)  
Subject: Complaint against TMO's use of solicitors letters.  
Date: Wed, 2 Dec 2015 10:56:50 +0000

Dear Ms Williams,

I am writing to you in order to lodge a formal complaint against the TMO who I believe are inappropriately using solicitors letters to attempt to bully and intimidate me.

Yesterday afternoon at 3.45pm I was handed a letter from DMH Stallard solicitors dated 1st December and informing me that if I didn't grant access to Rydon workmen at 8.00am on 2nd December I would have the TMO apply to the County Court immediately without further notice for an injunction requiring me to allow access for these works and that the TMO will seek to recover the costs of that process from me. I found the threats contained



inside the solicitors correspondence very intimidating and totally disproportionate as I have always agreed to work with the TMO and Rydon to ensure access will be granted and that the works are completed in the near future. I woke up at 6.00am this morning in fear and anticipation of what would happen at 8.00am when Rydon workmen were due to commence work on my home. I had no time to get any legal advice to inform me of my rights or time to formulate a plan about moving furniture and preparing the rooms for workmen.

The solicitors letter stated that the TMO would like to make it very clear that this (2nd December @ 8.00am) was the only opportunity that they have to complete the works as Rydon plumbers are going off site by mid December so if works have not been completed I will be left without heating or hot water and all the TMO will provide me with is an electrical heater.

However, despite the explicit threat that I had received from the TMO solicitors that I needed to be at home at 8.00am this morning to grant access to workmen by 9.30am no-one from Rydon had turned up to gain access to commence works at my property.

I then phoned Lynda Prentice at Rydon to ask what was happening she told me that the decision to send me a solicitors letter was the responsibility of the TMO and that Rydon had no knowledge about this letter being sent. I, therefore wish to formally complain that I was threatened by a solicitors letter sent on behalf of the TMO to allow workers entry to my property but that no workers from Rydon had any knowledge or plan to commence works at 8.00am on 2nd December. Will the TMO compensate me for the time I have had to take off work today?

Please can you also satisfy me how the TMO intend to apologise for threatening me with legal action when I have made it perfectly clear that I am willing to co-operate and work with the TMO and Rydon to get the works completed inside my property without hassle or delay. The only action that I have requested is to meet with you and representatives of Rydon prior to the works starting in order to understand what changes will be made on my home and to take photos prior to works commencing.

I have taken the liberty of cc'ing this email to my MP and to our Ward Councillors who will no doubt take a dim view of the TMO's intimidating and highly abusive behaviour.

Regards,  
Edward Daffarn

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