



Kensington
& Chelsea

TMO

Freephone: [REDACTED]
www.kctmo.org.uk

Mr S Ahmed
156 Grenfell Tower
Lancaster West Estate
London
W11 1TQ

Direct Line: [REDACTED]
Facsimile: [REDACTED]
e-mail: jpretorius@tmo.org.uk
Date: 5 November 2009

Our Reference
TMO/LHS/JP

Your Reference

Please Contact
Jannie Pretorius

Dear Mr Ahmed

LEAK at 156 Grenfell Tower

I refer to our telephone conversation on the 5th November 2009.

As discussed, there is a leak coming from your property which is causing damage to several flats below. The problem is situated at the 2" copper waste from the kitchen to the 6" cast iron main waste stack behind the toilet/bathroom wall and there is an access panel.

All internal repairs are your responsibility in accordance with the terms of your lease. I would there fore appreciate it if you could fix the leak and provide us with a plumbers report once it has been fixed. Please note that arrangements for forced entry will be made unless feedback on this matter is received. Any cost associated with the forced entry will be billed to you directly along with the cost of the repairs.

Please contact us as a matter of urgency on [REDACTED] to confirm if the leak from your flat has now been fixed.

Yours sincerely

Jannie Pretorius
Home Ownership Officer

Managing council housing for tenants and leaseholders in the Royal Borough

Chief Executive
Robert Black

The Royal Borough of
Kensington & Chelsea
Tenant Management
Organisation Ltd.

Registered Office:
Charles House,
375 Kensington High Street,
London W14 8QH

Registered in England
& Wales No. 3048135
VAT No. 672 0689 19



LANCASTER WEST ESTATE MANAGEMENT BOARD
Estate Office
Grenfell Tower
Lancaster West Estate
London W11 1TQ

URGENT
LEAK

Tel: [REDACTED]
Freephone: [REDACTED]

DATE 4/11/09 TIME 15.05 AM/PM

ADDRESS 156 Grenfell Tower

A [REDACTED] CALLED TODAY BUT UNFORTUNATELY YOU
WERE NOT IN. FOR A NEW APPOINTMENT PLEASE RING THE ABOVE NUMBER.

lwemb-pc

Dear Mr. & Mrs. Ahmed.
There is a leak behind your WC
pan (billet) from your stack pipe.
This is a leaseholder's responsibility
and this leak has gone down to the
11th floor. Please contact Repairs #
urgently. Regent Estate Office.

To
The Home ownership Officer
Jannie Pretorius
Kensington and Chelsea TMO
Charles House
375 Kensington High Street
London W14 8QH

Mr and Mrs S Ahmed
156 Grenfell Tower
Lancaster West Estate
Grenfell Road
London W11 1TQ

11th November 2009,

Dear Mr Jannie Pretorius,

This is to provide you with an update on the leakage on my floor and that the problem has now been fixed. I was not aware that there was leakage from my floor and initially even the plumbers found it difficult to find the source of the leakage. On 3rd November a plumber arrived at 3pm and spent an hour in my flat to find a leak looking in the toilet, bathroom and kitchen but couldn't find anything. He then returned at 10.30pm to check again and he said the leaking was coming from the toilet pan. I wasn't convinced, and so for a second opinion my wife called the estate office to organise another plumber to visit our flat the next day. This plumber found a leakage from the kitchen pipe and near to the main pipe not from the toilet pan. This was overlooked by the plumber who visited our flat on two separate occasions.

My plumber then repaired the leakage from my end within eight hours of our conversation and we informed the estate office straightaway. There should be no question of forced entry when I have already fixed the problem. Your threat is totally unwarranted when I have been fully co-operating with you and I even gave your plumber access to my flat late in the evening to deal with the leak as a matter of urgency.

Yours sincerely



Mr S Ahmed

MR S & MRS S AHMED
156 GRENFELL TOWER
LANCASTER WEST ESTATE
LONDON
W11 1TQ

Main contact: Gladys Ajasa
Payment Line: [REDACTED]
Direct Line: [REDACTED]
E-mail: homeownership@tmo.org.uk
Payment Ref: 22000319190
Property Ref: U217012770250/3
Date: 22nd April 2013
Letter Ref: 1st Reminder Letter

DO NOT IGNORE THIS LETTER
IT CONTAINS IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

Dear Mr S & Mrs S Ahmed

[REDACTED]
Property: Flat 156 Grenfell Tower, Lancaster West Estate...

Your Service Charge account is currently showing [REDACTED] £203.83 at 22nd April 2013.

[REDACTED]

You can pay this balance and future charges in any of the following ways:

- Online via website:
<https://www.rbkc.gov.uk/onlinepayments/tmopayments/enteracdetails.asp>
- By cheque made payable to "RBKC" (Royal Borough of Kensington & Chelsea)
By Debit or Credit Card over the phone on [REDACTED] quoting your payment reference number **22000319190**
- By Direct Debit – Please complete a Direct Debit mandate
- At the Post Office using your swipe card
By Internet banking (**RBKC bank details - sort code: 57-20-40; Acct No. 00000000 Payment Reference 22000319190**)

If there are any reasons that prevent you from making immediate payment then please contact me immediately. My contact details are located above.

If you have recently made payment in full [REDACTED] of £203.83, please accept our apologies. I ask that you please contact me so that I can confirm whether payment has been received or not.

05/07/13

IAN WILLS

APPARANT LEAK FROM COMUNAL PIPE
PIPE LAGGING WET. LEAK HAS STOPPED
NOW. BUT IS AN ONGOING PROBLEM

ALL FLATS ABOVE NEED TO BE SURVEYED
COMUNAL HOT WATER TANK NEEDS

TO BE CHECKED, MAYBE AN EXPANSION
OVERFLOW AS WATER STARTED TO BUILD UP
AGAIN - URGENT ATTENTION NEEDED

CONRAD HAS ALREADY VISITED ON 30/6/13

FOR SAME PROBLEM, BUT IT HASNT BEEN SOLVED
AS YET

2