
From: Dulce De Oliveira <doliveira@kctmo.org.uk> on behalf of Complaints <complaints@kctmo.org.uk>
Sent: 14 January 2016 15:37
To: 'Cllr.Blakeman@rbkc.gov.uk'
Subject: Ms T Yilman, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Councillor Blakeman

Thank you for your email. For clarification please note that issues Ms Yilman raises in her email of 2nd January 2016 are a stage 1 complaint and not stage 2. We have already replied to issues raised by Ms Yilman, please see my email below of 5th January 2016, our position on these issues remain unchanged.

With regard to additional points 1, 2, 3 and 4 of your email of 14th January 2016 I have requested for a reply to each point and we will email you further once this is received. These are additional issues and therefore are not part of the current stage 1 complaint.


Kind regards

Dulce De Oliveira Watts
Complaints Officer


www.kctmo.org.uk

292a Kensal Road, London W10 5BE

· Before printing, please think about the environment

From: Dulce De Oliveira On Behalf Of Complaints
Sent: 05 January 2016 12:22
To: 
Subject: Ms T Yilman, Flat 44 Grenfell Tower, W11-Stage 1 complaint reference 234855

Dear Ms Yilman

Stage 1 complaint reference 234855

Thank you for your email. I do understand that this is not the outcome you expected, however we have reviewed your request for your complaint to be escalated and as no additional evidence has been given in support of matters raised, we have found no grounds to escalate your complaint.

1 -We do not compensate for time taken off work and have awarded you the £20 missed appointment in line with our Compensation Policy. Please complete and return the compensation acceptance form previously provided by 18th January 2016 in the free post envelope provided, once received payment will be processed accordingly.

2- As stated in our letter of 29th December 2015, the contractor will revisit the decoration issues. Please inform us of possible dates so we can instruct the contractor to contact you and schedule an appointment.

3 - As stated in our letter of 29th December 2015, should you wish to progress the kitchen flooring matter you should complete the insurance claim form previously provided for consideration.

Kind regards

Dulce De Oliveira Watts
Complaints Officer

www.kctmo.org.uk

292a Kensal Road, London W10 5BE

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

From: Turufat [mailto:Turufat@kctmo.org.uk]

Sent: 02 January 2016 19:22

To: Complaints

Cc: Blakeman

Subject: Process Ref: 234855. Add: 44 Grenfell Tower

Dear Complaints team

Process Ref 234855

I am writing this letter to proceed to the next stages of the complaints procedure.

I have received a letter from Mainu Miah on the 30th December 2015 with the outlined of 3 issues.

1- the missing appointment compensation of £20 pounds is like a slap in my face, I have missed my full day job payment of [REDACTED]

2 - re decoration that has been viewed and witnessed by Surveyor John.

3 - re my kitchen flooring, I will prove that Ben and the guy who did the job admitted that he did the damage on my flooring and I have all the prove and wittiness for that.

First of all it is very upsetting and worried that you have contacted such a denial company that goes to decent people home and they do whatever they want (damage) and they have a way of getting out of it and on your letter you have a courage to say "Unfortunately I am unable to progress this matter any further". This is very upsetting, I am taking about my HOME, not a shelter, not a hotel room or guest room.

I will make sure I will do all it take to make them to pay the price and to prevent future incident in my community. I have all the telephone record with Ben about this incident and he knows what he exactly said to me including the guy who done the job and I kindly ask you to investigate closely before he and his company goes to embarrassment in public.

I hope to your response as soon as possible.

Kind regards

Turufat Yilma
44 Grenfell Tower
Grenfell Road
W11 1TG

Sent from my iPad

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

From: Cllr.Blakeman@rbkc.gov.uk [mailto:Cllr.Blakeman@rbkc.gov.uk]

Sent: 14 January 2016 13:43

To: Complaints
Cc: Robert Black
Subject: ExternalProcess Ref: 234855. Add: 44 Grenfell Tower

I met Ms. Yilma recently to discuss the continuing problems she is encountering in addition to those outlined in her e-mail below and I would be grateful if these can also be investigated and a response provided under the terms of the Complaints Procedure. These are as follows:

1. one of the bathroom taps does not turn off properly and is permanently dripping. This was identified during the surveyor's visit but has not been dealt with
2. some of her windows do not close properly
3. she asked for the central heating pipes to be boxed in at ground floor level, because her small son keeps standing on the pipes and she fears they may become damaged
4. she was told that the pipes at ceiling level will not be boxed in, but I have seen a number of other flats where the pipes at ceiling level are boxed in, so I cannot understand why this is not to be carried out in Ms. Yilma's flat.

This complaint is now at Stage Two in the procedures.

Many thanks.

Cllr Judith Blakeman

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

From: Turufat [mailto:]
Sent: 02 January 2016 19:22
To: Complaints@kctmo.org.uk
Cc: Blakeman
Subject: Process Ref: 234855. Add: 44 Grenfell Tower

Dear Complaints team

Process Ref 234855

I am writing this letter to proceed to the next stages of the complaints procedure.

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2 - re-decoration that has been viewed and witnessed by Surveyor John.

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I have all the telephone record with Ben about this incident and he knows what he exactly said to me including the guy who done the job and I kindly ask you to investigate closely before he and his company goes to embarrassment in public.

I hope to your response as soon as possible.

Kind regards

Turufat Yilma
44 Grenfell Tower
Grenfell Road
W11 1TG

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If you know someone who has made an outstanding contribution to the life of the Royal Borough then nominate them for an award and tell us why they are special.

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RBKC Local App

Noticed a streetlight that isn't working? Want to report fly tipping? Use the RBKC Local App to report it, register for it, pay for it.

<http://www.rbkc.gov.uk/RBKCLocal>

The Royal Borough of Kensington and Chelsea.

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