
From: Grenfell Tower Leaseholder's Association
<grenfellleaseholdersassociation@hotmail.co.uk>
Sent: 12 August 2013 09:22
To: jburke@kctmorepairsdirect.co.uk; abosman@kctmo.org.uk;
tcomplaints@kctmo.org.uk
Cc: Judith Blakeman; cllr.atkinson@rbkc.gov.uk; [REDACTED]
Subject: FW: Ref: Mr Awoderu- GTLA- Formal complaint- Ref: 100670
Attachments: 115.jpg

Dear Mr Alex Bosman,
Could you please confirm the safe receipt of this email ASAP?
Regards
Tunde Awoderu
The Vice Chairman
The Grenfell Tower Leaseholder's Association

From: grenfellleaseholdersassociation@hotmail.co.uk
To: pmaddison@kctmo.org.uk; tcomplaints@kctmo.org.uk; jburke@kctmorepairsdirect.co.uk;
abosman@kctmo.org.uk
CC: cllr.atkinson@rbkc.gov.uk; cllr.foreman@rbkc.gov.uk; jjones@kctmo.org.uk;
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Subject: Ref: Mr Awoderu- GTLA- Formal complaint- Ref: 100670
Date: Sun, 11 Aug 2013 20:15:56 +0100

Dear Mr Peter Maddison,
Thank you for your email dated 26th July 2013.
With regards to the GTRP project, nothing would satisfy the residents of Grenfell Tower more than
the delivery of the project in tandem with the KALC project. Our position was made concrete clear

by the petition initially submitted to the local ward councillor Judith Blakeman and Cllr Rock Feilding-Mellen. Your predecessor Mr Mark Anderson spent a lot of time and energy with the community and claimed that "The Grenfell Tower Regeneration Project was being carried out in conjunction with the RBKC's KALC project framework", (ref: KCTMO and RBKC meeting dated 8th January 2013).

The residents have seen enough twist and turns and enough consultation on the design of the cladding, windows and heating system just to prolong the GTRP project. The council is building KALC project adjacent to the Grenfell Tower. There is a strong impression that the residents support for turning our immediate vicinity into a building site was gained by the false promise of upcoming work for the GTRP project. When it came to the KALC project, the planning application, consultation, designs everything went according to plan. We believe that with the GTRP project, it has been nothing to do with unfortunate delays in the planning application; there have been ulterior motives behind it.

It is not conceivable that a contractor was chosen without discussing the cost of the project and this contractor being approved and publicised to the residents of the borough, without it being thought through extensively already.

Heating and Hot Water:

Explanation from Director of Housing dated 1st August 2013,

The TMO have advised me that this was the result of the drive belt snapping on one of the gas boosters which resulted in one of the boilers shutting down. An out of hours order was raised on 28.7.13; works were completed on 29.7.13 at mid day. Once the belt was replaced it took 2-3 hours for the system to come back up to temperature. The TMO have subsequently requested that all belts to be inspected and renewed if necessary.

How the residents of Grenfell Tower experiencing it for the past two decades and it was nicely expressed by our local ward councillor Judith Blakeman dated 17th June to Robert Black, Ms Laura Johnson and Deputy leader of the Council Cllr. Feilding-Mellen

"We also expect remedial action to be effective and sustainable, not for the same or similar problems to re-emerge several months down the line. Thus far this has not happened. Many of these problems have now escalated to the point where residents' health and safety is in danger of being compromised, so the long-standing contention that there is no funding to address these problems is now neither valid nor acceptable".

Again is to confirm that we the residents of Grenfell Tower suffered loss of Hot water on Sunday dated 11th August 2013. Any explanation given by the TMO it appear to be genuine but the issues and concerns raised by the residents and the Local ward councillor neither valid nor reasonable and it has been going on for decades. What is going on?

Now to focus on the figure no 7, we refute the explanation given for the following reasons:

1. Power surges in the building were first reported on 11th May 2013 with the flickering of light from very bright to dim within a split second. By the 12th of May everybody in the building experiencing that problems
2. As we mentioned before, the EMB office situated at the Grenfell Tower before the TMO existed and there is a reception and security guard based at Grenfell Tower. The security guard attends from Monday to Friday 5pm to 8:30am and on Saturday to Sunday 9pm to 8:30am. We, the residents of LWE, had to bear the cost for the two decades of £57,272 in 2010-11 towards concierge/security/CCTV and out of that cost has been allocated (without explanation or maybe they are allowed to do anything with impunity) to Grenfell Tower a figure of £46,946, that is 55% of the total cost and **individual household contribution are £406.40** and should be estate cost of £175. This calculation is outside the scope of room weighted scheme (Grenfell Tower RWS- 462

and LWE RWS-1924). Are KCTMO allowed to do so? Please find attached pictures does it seems that, the reception is for Grenfell Tower or the Lancaster west estate? It is there for two decades. What is going on?

3. First and foremost, the power surges were not only witnessed by the residents of Grenfell Tower but also witnessed by the EMB staffs and the security guard because they occupy the same building. We can confirm that it was witnessed by the contractor of Willmott Dixon, as early as 11th May 2013. There are a lot of residents who made a formal complaint at the reception of the Grenfell Tower before 29th May 2013 and we quote from your email, "Your reference to "7 residents reporting specific problems apparently caused by power surges" comes from a briefing note I produced before the main surge occurred on 29th May". Does the 7 residents reported include the residents reported to the reception during May 2013 until 29th May 2013?
4. The Royal Repair verbally said that they have visited 58+ residents to check their appliances for damages. The figure is in fact it higher because of the simple fact that some of the residents did not make a claim because of their prior experiences with dealing with the managing agents.
5. The engineer from the UK Power Networks confirmed to your area manager of LWE that the continued power surges during May 2013 was nothing to do with the them.
6. In addition could you kindly ask Janice Pretorius, Siobhan Rumble or Janice Jones to explain the leaflets we received on 14th June 2013?

Ref: recent electrical power surges in Grenfell Tower

- **"As you will be aware, recent electrical surges within Grenfell Tower meant that some residents lost power, or were unable to use some electrical appliances. We also now think that these surges were linked to temporary loss of water supply in some parts of the building as power to water pumps was disrupted".**
- You and your technical Engineer Mr. Alasdair Mason knows very well how old and dangerous the heating and hot water system is. But we were not aware of a link between the electrical system and heating and hot water.
- **The TMO is liaising with its insurance company and will submit the reports on each of the reported damaged goods for consideration. We will notify residents of their final decision.**
- All we are requesting from Ms Siobhan Rumble, Janice Jones and Janice Pretorius is to provide the name of the insurance company and the reference number so we can make our own claim. Our ward councillor Judith Blakeman has requested the same information should be available to us and TMO/EMB ignored her request. The leaseholders are paying £363 per year towards building insurance through service charges to protect them from this kind of debacle.
- Four days later after receiving this leaflet, we received a self made form from EMB (non-functional) and the Estate officer Janice Jones to complete and return to the Estate officer by Monday 25 June 2013.
- We looked into this form and we can confirm you that this form is not relevant to our damaged items claim due to power surges at Grenfell Tower in May 2013. Some of the questions are so awkwardly design that we cannot put the answer we want. Most importantly, it is not from the TMO's insurance company. The figure no 7 you produced was even at the time, completely and utterly incorrect. It is a matter of fact that the power surges was an ongoing problem from 11th May 2013. This catastrophic power surges in May 2013 at Grenfell Tower was neither unfortunate nor a natural calamity. It was inevitable due to the negligence and disrepair going back two decades by the Council's appointed managing agents EMB/KCTMO.

We the Grenfell Tower leaseholder's Association request you to provide a full and comprehensive report in relation to the Power Surges in May 2013 without further delay. The catastrophic power surges affected the building and that should be taken care of as part of the building insurance. Making life difficult for the residents of Grenfell Tower is aggravating the situation with trust and communication already at record low levels.

Best Wishes,

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

From: pmaddison@kctmo.org.uk
To: grenfellleaseholdersassociation@hotmail.co.uk
Date: Fri, 26 Jul 2013 17:48:46 +0100
Subject: RE: Power surges at Grenfell Tower W11

Dear Mr Awudero

At our meeting last week, I confirmed KCTMO's commitment to working with all of the community of Grenfell Tower to ensure the works to the block meet residents' needs and are of the highest standard that can be delivered within the available budget. I would welcome positive suggestions about how we can best engage with residents in the block over the coming months.

Your reference to "7 residents reporting specific problems apparently caused by power surges" comes from a briefing note I produced before the main surge occurred on 29th May. *At that time*, the figure was an accurate figure detailing the number of residents who had made contact with KCTMO reporting a problem. The same briefing note went on to explain that we would be writing to *all* residents in Grenfell Tower – which clearly indicates that we recognised that the problem may have been more widespread and that KCTMO were being proactive in investigating the matter and responding to residents needs. This was explained to you when we met last Friday.

The insurance claim forms that have been issued to residents are standard documents. I am sorry if you think that some of the questions are not relevant, or are difficult to answer. However, if residents can provide as much information as they can, it will help us process the claims.

The Out of Hours service is provided by an external contractor called Pinnacle. Out of hours repairs details are passed to KCTMO the next working day and KCTMO are responsible for any further action required.

I am sorry that the alarm panel was making a noise recently. KCTMO is responsible for managing the alarm maintenance contract. Our contractor, RGE had attended site and established that the alarm to the block was functioning correctly, but was highlighting a fault on a single detector on the circuit located in the old social services office. Access was not available to that part of the building, so a second appointment was required to test the circuit and renew the sensor. I am sorry for any inconvenience this caused.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
m: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE

Before printing, please think about the environment

From: Grenfell Tower Leaseholder's Association [mailto:grenfellleaseholdersassociation@hotmail.co.uk]

Sent: 21 July 2013 23:14

To: Peter Maddison

Cc: Cllr.R.Atkinson@rbkc.gov.uk; Cllr.Foreman@rbkc.gov.uk; Janice Jones; cllr.dentcoad@rbkc.gov.uk; Paul Dunkerton; Jonathan.Bore@rbkc.gov.uk; Janet Seward; camilla.horrox@trinitymirror.com; Amanda.Johnson@rbkc.gov.uk; Cllr.Williams@rbkc.gov.uk; cllr.will@rbkc.gov.uk; Councillor.Weatherhead@rbkc.gov.uk; Cllr.Weale@rbkc.gov.uk; cllr.warrick@rbkc.gov.uk; cllr-wade@rbkc.gov.uk; Councillor.Taylor@rbkc.gov.uk; cllr.rutherford@rbkc.gov.uk; Cllr.Rossi@rbkc.gov.uk; Cllr.Read@rbkc.gov.uk; cllr.pascall@rbkc.gov.uk; cllr.palmer@rbkc.gov.uk; cllr.paget-brown@rbkc.gov.uk; Cllr.O'Neill@rbkc.gov.uk; cllr.neal@rbkc.gov.uk; cllr.moylan@rbkc.gov.uk; Cllr.Mosley@rbkc.gov.uk; cllr.mingay@rbkc.gov.uk; cllr.mills@rbkc.gov.uk; Councillor.Mason@rbkc.gov.uk; cllr.marshall@rbkc.gov.uk; Cllr.Mackover@rbkc.gov.uk; cllr.lindsay@rbkc.gov.uk; Councillor.Lightfoot@rbkc.gov.uk; Cllr.Jones@rbkc.gov.uk; cllr.husband@rbkc.gov.uk; Councillor.Holt@rbkc.gov.uk; Councillor.Hoier@rbkc.gov.uk; Cllr.Healy@rbkc.gov.uk; Councillor.Hargreaves@rbkc.gov.uk; cllr.gardner@rbkc.gov.uk; Cllr.Freeman@rbkc.gov.uk; Cllr.Faulks@rbkc.gov.uk; cllr.donaldson@rbkc.gov.uk; cllr.condon-simmonds@rbkc.gov.uk; cllr.collinson@rbkc.gov.uk; Cllr.Coleridge@rbkc.gov.uk; Councillor.Coates@rbkc.gov.uk; Cllr.Carwana@rbkc.gov.uk; Cllr.Campion@rbkc.gov.uk; Cllr.Campbell3@rbkc.gov.uk; Cllr.Campbell@rbkc.gov.uk; cllr.buxton@rbkc.gov.uk; cllr.f.buxton@rbkc.gov.uk; Cllr.Buckmaster@rbkc.gov.uk; cllr.borwick@rbkc.gov.uk; k.buck@rpkn-labour.co.uk; Tim.Davis@rbkc.gov.uk; Richard.Buckley@lbhf.gov.uk; [REDACTED]; maria.memoli@localgovernance.co.uk; Siobhan Rumble; Daniel Wood; Anthony Parkes; [REDACTED]; Francis O'Connor; Eddie daffarn; Jerome.treherne@rbkc.gov.uk; sweeneyjf@parliament.uk; scrutiny@rbkc.gov.uk; Alex Bosman; cllr.feilding-mellen@rbkc.gov.uk; Judith Blakeman; Robert Black; laura.johnson@rbkc.gov.uk; Jane Clifton

Subject: Power surges at Grenfell Tower W11

Dear Mr Peter Maddison,

Thank you very much for taking the time to visit our community on Friday dated 19th July 2013.

The GTLA had a number of communications with your predecessor Mr Mark Anderson for the past three and a half years. He managed to get involved with our local community at LWE and gained substantial knowledge as to what is required and what are the real issues and concerns faced by the residents of Grenfell Tower for the past two decades. His sudden departure from the TMO seriously hampered the GTRP progress. Whether this was a strategic move is anybody's guess.

The fact of the matter is that we have been neglected by the EMB/TMO for the past two decades. Our community has been adversely affected as a result, and the mishandling of the power surges is an illustration of this. We would like to suggest you that in the past Mr Robert Black, at least in paper wanted to establish a stronger working relationship with GTLA. However, this is yet to materialise three years on. We find it quite unfortunate that he has failed to make a real commitment so far.

We believe that rather than reinventing the wheel, for you to please look into the progress and commitments made by your predecessor and please try to fulfil his commitment. We refer to his letter to the Leaseholders of Grenfell Tower dated 12th October 2012, **"I look forward to your continued involvement in this project and its successful delivery."**

We shall be very grateful if you could clarify and confirm without any further delay the statement that "To date 7 residents have reported specific problems, apparently caused by power surges. RGE are visiting all of these properties today and we will establish whether there is a reason why these particular properties have experienced a problem. We will also advise these residents to contact their insurers if any damage to their property has occurred as a result".

Who provided you with the figure no 7 and how did they source that number? Also how did you come up with final reports in relation to the catastrophic power surges in May 2013? As I said, some of us have been living at Grenfell Tower since it was built. The EMB existed before the TMO and at the moment we the resident did not know what the EMB staffs roles were and who was working for the TMO at LWE. They all identify with TMO and at the same time EMB has its own budgets, staffs etc. Who are the EMB reported too? What has been going on for two decades?

"4. Why are you holding the Council & the EMB responsible for the damages to your belongings?"

This question appeared on the tenant claim form supplied by the EMB and I was unable to answer this question, when the TMO/EMB/COUNCIL should be in a better position to answer this question themselves than the residents. It is like rubbing salt in a wound. We need you to clarify it further as a tenant led

organisation. The recommendations were made to the KCTMO in April 2009 that trust, respect and communication were key to building good community relationship. But despite this and four years on KCTMO/EMB as a tenant led organisation acted very differently for many years with focus only on protecting their corporate interest under the nose of the Director of Housing at the Council.

"5. When did you first advise the EMB of the problem?"

When the residents call the out of hours service provided by the TMO in an emergency, who takes the responsibility the TMO or EMB?

The alarm fire panel situated at the reception area of the Grenfell Tower was making continuous noises and the indicator was clearly showing the system fault. During weekend no one came to fix the problem and if a fire was break out, there would be serious consequences. Who is responsible for this?

Council/TMO/EMB? It is certainly not the fault of the residents of GT. This is the kind of thing which is happening day in day out for the past three decades. The tripartite system enables the blame to be passed on at our expense and destroyed our community.

It appears that the LWEEMB is vastly inefficient and costly to run, with its own staff, budgets etc. It has not benefitted the council or served the community. It has created a bureaucratic nightmare for the community.

We wait to hear from you as a matter of urgency.

Best Wishes

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

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