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**From:** Janet Edwards <jedwards@kctmo.org.uk>  
**Sent:** 24 August 2015 11:40  
**To:** 'David Collins'; Samantha DeHaan; 'Judith Blakeman'  
**Cc:** 'councillor blakeman'; Robert Atkinson  
**Subject:** RE: Request for support with setting up a Compact RA for Grenfell Tower

Dear David

Thank you for your e-mail.

Just to clarify, although the TMO are not required to consult with residents other than direct TMO tenants or leaseholders, we have no objection to non-RBKC residents being part of the membership of a TMO Resident Compact group, if the Compact group agree to this. In addition, if the said Compact group allows the non-RBKC tenant/leaseholder to communicate on their behalf, we are happy to receive such communication.

Many thanks.

Janet

Janet Edwards  
Head of Resident Engagement  
KCTMO  
Unit A, 292 Kensal Road  
London W10 5BE

Tel: [REDACTED]  
E-mail: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)  
Website: [www.kctmo.org.uk](http://www.kctmo.org.uk)



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**From:** David Collins [mailto:david@future-conversations.com]  
**Sent:** 12 August 2015 19:38  
**To:** Samantha DeHaan; 'Judith Blakeman'  
**Cc:** 'councillor blakeman'; Robert Atkinson; Janet Edwards  
**Subject:** Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Samantha,

Thank you for sending all this information through. It seems very thorough and very useful.

Can I draw your attention to the final sentence of paragraph two in the "Residents' Compact information sheet". It would appear that the Compact structure as set out here is not what is needed for the residents of Grenfell Tower. Having spoken to a few residents here today it does not capture our views on inclusivity. We believe a residents group ought to represent all residents, and any resident or leaseholder could be a representative if that is the wish of the community. There was also a feeling that the sentence

would lead to the forming of a group in a manner which would appear to other residents as closed or discriminatory.

Please could you advise on an alternative structure, so that we can be inclusive of all residents and leaseholders?

Thanks and Best Wishes,

David

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**From:** Samantha DeHaan  
**Date:** Tuesday, 11 August 2015 17:01  
**To:** 'Judith Blakeman', David Collins  
**Cc:** 'councillor blakeman', Robert Atkinson, Janet Edwards  
**Subject:** RE: Request for support with setting up a Compact RA for Grenfell Tower

Dear Cllr Blakeman and Mr Collins

Please find attached the Compact information sheet along with a copy of the Local compact agreement, Code of conduct and the Equality and Diversity policy. The process would then be for me to meet with the group and for them to agree and sign said documents to become a TMO recognised compact group.

Regards

**Samantha DeHaan**  
**Resident Engagement Officer**

t: [REDACTED] m: [REDACTED]



w: [www.kctmo.org.uk](http://www.kctmo.org.uk)  
a: 292a Kensal Road, London, W10 5BE

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**From:** Judith Blakeman [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 11 August 2015 12:38  
**To:** 'David Collins'; Peter Maddison  
**Cc:** 'councillor blakeman'; Yvonne Birch; Sacha Jevans; Samantha DeHaan; Janet Edwards; Robert Atkinson  
**Subject:** RE: Request for support with setting up a Compact RA for Grenfell Tower

David

I can meet on 2<sup>nd</sup> but not 9<sup>th</sup> September.



I was sorry to see some matters on your outstanding list that I have already raised with the TMO. I will follow all this up as Cllr Atkinson is now away on holiday.

It would also be helpful if Ms. Edwards can send us the constitution and other arrangements for establishing a Compact.

Judith

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**From:** David Collins [<mailto:david@future-conversations.com>]  
**Sent:** 11 August 2015 12:17  
**To:** Judith Blakeman; 'Peter Maddison'  
**Cc:** 'councillor blakeman'; 'Yvonne Birch'; 'Sacha Jevans'; 'Samantha DeHaan'; 'Janet Edwards'  
**Subject:** Re: Request for support with setting up a Compact RA for Grenfell Tower

Dear Judith & Peter,

Thank you for the willingness to meet this week. However, it is not right for us to meet with you tomorrow without giving residents notice that we are doing so, giving people the opportunity to attend or contribute - particularly as we don't have a Compact and its representatives in place yet. One day is not a fair amount of notice for us to give to residents, so I need to decline meeting tomorrow. Please accept my apologies for getting you excited and all set up to meet!

As it is holiday season our meetings are not happening every week in August, [REDACTED] Peter, please would you both like to attend a meeting on 2nd September (again at 645 in the Community Rooms opposite the base of Grenfell Tower)? If that date does not work, the 9th September?

In the meantime, below are a list of issues which residents have raised, in the form of a number of requests. These are listed in no order of importance. Eight of these were raised with Councillor Atkinson on Saturday 8th August. This list may not be exhaustive (i.e. when we meet with a wider group there may be more issues forthcoming). However, addressing them would go a long way towards working together with residents.

There are a number of issues here, some small or simple to address and others more complicated. By sending you these now it will give us all chance to get ahead of things, and for you to be aware of the problems people would like to see addressed, before you meet with a group of residents. Thank you again for acting on some of the issues we have already raised and discussed, such as making sure the security door cannot be simply pinned open anymore.

1. There remain residents who feel they were pressured to have the HIU in their hallways; that they would have lost their tenancy if they said no to it. One woman came to Councillor Atkinson's surgery on Saturday morning, but left before speaking to him. I saw her later that weekend and she is still scared that she will lose her tenancy if she speaks up. She also is not happy with the HIU in its hallway location. She said she walks / bumps in to it, and that one of the workmen walked in to it also when he came to do some more of the work in her home. She knows there is a plan to box the HIU in the hallway, but is concerned it will be an even larger obstruction then. She would like to say she always wanted the HIU in her kitchen, but is scared. There are other people who feel similarly, and who remain scared to come forward and say what they feel or want for fear of retribution. Please could you think about how to address and communicate with people in this situation and feeling this way? The following request may partly address them.
2. Please could Judith and Robert please write to all residents in the tower to let them know what you have already done to respond to the concerns of people living here, and how you can further represent others who are feeling reluctant or scared to come forward? I believe you sent to me (and others) drafts of a couple of letters which could have gone out to all residents. These letters were very clear and powerful, and I think it would make a difference for you to communicate with all residents about what has happened and is happening. If help is required to circulate those letters a group of us here would help – from experience, it takes about 20 minutes for one person to post letters to every home. Alternatively, if the Councillors could go door knocking to find out if people have unresolved issues about the works that would be even more useful.



3. A recent "Approval form for Heat Interface Unit installation in kitchen at Grenfell Tower" was sent out by TMO to leaseholders and tenants (image attached). As discussed with Councillor Atkinson, Paragraph 7 needs complete reconsideration please, as it is not acceptable.
4. We would like to set up regular monthly meetings between TMO (Peter Maddison) and residents for the life of the construction works, beginning now. This can be facilitated through the Compact once it is formalised. This could also include a senior Rydon representative. The purpose being to have the project run as smoothly as possible, and to have us work well together. Please use us as a residents group and work with us. We believe that by consulting with us, outcomes will be achieved more easily. For instance, the form mentioned in 3 above could have been run past a residents group before being sent out, which would have helped to avoid the negative reception it has received.
5. Please could you provide the current (if revised) scheduled completion date for the works?
6. Has Simon, the previous Rydon Site Manager, been removed from the project and /or made redundant by Rydon?
7. Peter, you previously said there would be an independent investigation carried out to assess the safety and risks associated with the HIU location in the hallway, particularly it's close proximity to electrics and a fuse box (which seems even more important if people are walking and bumping in to their HIUs). Please could you provide an update on this, in relation to both one and two bedroom flats?
8. Please could an update be provided as to the investigations in to complaints of harassment and threats by Rydon (and to a lesser extent TMO) employees? Simon Lawrence promised he would follow up any such matters with the serious intent with which they deserve, and a number of residents raised these matters at a meeting in Flat 145 on Saturday 11th July (he wrote down the flat numbers for some of the people raising such experiences).
9. Please could Rydon employ the practice of mopping landing floors at the end of the day when they have been working extensively (particularly drilling) on a particular floor? When they do not, or when they simply sweep up the large bits of rubble without mopping, then dust is being spread throughout people's homes.
10. Please could the blue cover being used within the lift during the working day be cleaned?
11. Please could the blue lift cover be removed each weekend (this is now happening much more regularly again, thank you, but can it continue with regularity)?
12. Please could the working times be clarified, particularly the hours when drilling can take place and when it cannot?
13. Please could workmen not have foul, abusive or sexual conversations when working on the climbers outside of the building, or when working internally (from what I hear it is more a problem with the workers on the outside of the building, they may not realise all of their conversations can be heard inside people's homes)? These conversations are understandably something the workmen may wish to have, just not outside people's homes please. Please could workmen also not play music outside people's homes too? Again, some have been listening to music full of swearing, etc.
14. Once the work begins to install HIU's in people's kitchens / hall cupboards there is going to be disruption in terms of people not having hot water in their homes for up to five days. Please can it be arranged so that people have access to the Sports Centre for showers, etc?
15. Please could the altered numbering in the lifts be unaltered? It is making no sense to people visiting the tower, people's visitors and delivery drivers are getting lost looking for flats, etc. It is never going to make sense for floor numbers not to match flat numbers. Please can the floor numbers be changed back to reflect the flat numbers, and a new way to number the two new floors be found?
16. Also, please can the red lights in one of the lifts be changed to blue as all the others?
17. Please could we have a notice board within the reception area of Grenfell Tower for the Compact to use to communicate with all residents in future, so that we can organise events, let people know what is happening, display newsletters, etc?

Looking forward to seeing you again soon, and moving all of this forward. As mentioned previously, our group is not going to meet now until the 19th August, and then we meet again on the 2nd September, when I hope you can join us.

Best Wishes,

David

On 10/08/2015 18:04, "Judith Blakeman" <[REDACTED]> wrote:

I am happy to meet this week.

Judith

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

From: David Collins [<mailto:david@future-conversations.com>]

Sent: 10 August 2015 16:24

To: Peter Maddison

Cc: councillor blakeman ([cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)); Yvonne Birch; Sacha Jevans; Samantha DeHaan; Janet Edwards

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Given you are both available Wednesday this week, it may make sense and be meaningful to meet with a small number of us. We can then take things forward with the group [REDACTED] as and if appropriate. Please can I come back to you to confirm one way or the other in the morning? David

On 10/08/2015 15:33, "Peter Maddison" <[pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)> wrote:

Dear David

I am afraid that I cannot make that date as [REDACTED]

I would be happy to attend a subsequent meeting.

Please let me know how you would like to proceed.

Peter

Sent from Samsung Mobile

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

From: David Collins <[david@future-conversations.com](mailto:david@future-conversations.com)>

Date: 10/08/2015 12:20 (GMT+00:00)

To: Peter Maddison <[pmaddison@kctmo.org.uk](mailto:pmaddison@kctmo.org.uk)>

Cc: "councillor blakeman ([cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk))" <[cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)>, Yvonne Birch <[ybirch@kctmo.org.uk](mailto:ybirch@kctmo.org.uk)>, Sacha Jevans <[sjevens@kctmo.org.uk](mailto:sjevens@kctmo.org.uk)>, Samantha DeHaan <[sdehaan@kctmo.org.uk](mailto:sdehaan@kctmo.org.uk)>, Janet Edwards <[jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)>

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower



Dear Peter & Judith,

My apologies, I made a typo in the email I sent last week. The next meeting of our group is in fact Wednesday 19th August from 6.45 pm. Are you both available that evening?

The venue will be the Community Rooms opposite the ground floor of Grenfell Tower (i.e. opposite what is currently the Rydon site entrance).

Once I have had chance to consult with others I will circulate an agenda or a list of things to discuss.

Thanks for the speedy response, and the willingness to meet.

David

From: Peter Maddison  
Date: Monday, 10 August 2015 11:37  
To: David Collins  
Cc: "councillor blakeman  
([cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)<<mailto:cllr.blakeman@rbkc.gov.uk>>)", Yvonne  
Birch, Sacha Jevans, Samantha DeHaan, Janet Edwards  
Subject: RE: Request for support with setting up a Compact RA for  
Grenfell Tower

Dear David

I will be happy to attend your meeting on Wednesday 12th August at 6.45pm.

Can you please confirm the venue?

It would also be helpful if you could clarify any specific issues you wish to discuss.

Regards

Peter Maddison  
Director of Assets and Regeneration  
[cid:image001.jpg@01CDF8A3.A52C8B50]<<http://www.kctmo.org.uk/>>  
t: [REDACTED]  
a: The Network Hub, 292a Kensal Road, London, W10 5BE PBefore  
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From: David Collins [<mailto:david@future-conversations.com>]  
Sent: 06 August 2015 16:36  
To: Janet Edwards  
Cc: councillor blakeman  
([cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)<<mailto:cllr.blakeman@rbkc.gov.uk>>); Yvonne  
Birch; Sacha Jevans; Peter Maddison; Samantha DeHaan  
Subject: Re: Request for support with setting up a Compact RA for  
Grenfell Tower

Dear Janet at al.,

Thank you for your email last week. I contacted Samantha today, and we are going to move forward setting up the Compact.

As you noted we are in the middle of major regeneration works, and we would like to take you up on the offer of discussing these works with the Grenfell Tower Compact. As it is going to take a little while to get the paperwork sorted

out, and we have some issues we would like to discuss which are current and ongoing, please could Peter Maddison attend our group's meeting next Wednesday evening, 12th August at 645pm? This would bridge a gap until the Compact is officially set up, and continue the meaningful dialogue which has begun this past month. We would like Peter to attend as he is the Director responsible for the project, and as such will be able to make decisions based on our conversations.

Thank you & Best Wishes,

David

From: Janet Edwards

Date: Friday, 31 July 2015 15:49

To: David Collins

Cc: "councillor blakeman

([cllr.blakeman@rbkc.gov.uk](mailto:cllr.blakeman@rbkc.gov.uk)<<mailto:cllr.blakeman@rbkc.gov.uk>>)", Yvonne

Birch, Sacha Jevans, Peter Maddison, Samantha DeHaan

Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

Hi David

Following your request for assistance in setting up a Resident Compact, I can confirm that we will assist you with the process of setting up a recognised TMO Compact at Grenfell Tower. To this end Samantha DeHaan, Resident Engagement Officer, will contact you to arrange to meet with your group to set up the Compact.

On another note, I am aware that major regeneration works are currently being undertaken at Grenfell Tower, and I can advise that the TMO are happy to discuss these works with the Grenfell Tower Compact if invited to do so.

Many thanks.

Janet

Janet Edwards

Head of Resident Engagement

KCTMO

Unit A, 292 Kensal Road

London W10 5BE

Tel: [REDACTED]

E-mail: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)<<mailto:jedwards@kctmo.org.uk>>

Website: [www.kctmo.org.uk](http://www.kctmo.org.uk)<<http://www.kctmo.org.uk>>

[cid:image002.jpg@01CE311D.DC3EF850]

From: David Collins [<mailto:david@future-conversations.com>]

Sent: 29 July 2015 11:45

To: Janet Edwards

Subject: Re: Request for support with setting up a Compact RA for Grenfell Tower

Thanks Janet.

David

From: Janet Edwards

Date: Tuesday, 28 July 2015 10:50

To: David Collins  
Cc: "Cllr.Blakeman@rbkc.gov.uk<<mailto:Cllr.Blakeman@rbkc.gov.uk>>"  
Subject: RE: Request for support with setting up a Compact RA for Grenfell Tower

Hi David

Thanks for this. I will come back to you within the next few days.

Many thanks.

Janet

Janet Edwards  
Head of Resident Engagement  
KCTMO  
Unit A, 292 Kensal Road  
London W10 5BE

Tel: [REDACTED]  
E-mail: [jedwards@kctmo.org.uk](mailto:jedwards@kctmo.org.uk)<<mailto:jedwards@kctmo.org.uk>>  
Website: [www.kctmo.org.uk](http://www.kctmo.org.uk)<<http://www.kctmo.org.uk>>  
[cid:image002.jpg@01CE311D.DC3EF850]

From: David Collins [<mailto:david@future-conversations.com>]  
Sent: 27 July 2015 12:33  
To: Janet Edwards  
Cc: [Cllr.Blakeman@rbkc.gov.uk](mailto:Cllr.Blakeman@rbkc.gov.uk)<<mailto:Cllr.Blakeman@rbkc.gov.uk>>  
Subject: Request for support with setting up a Compact RA for Grenfell Tower

Dear Janet,

We are writing to you seeking help and support to set up a Compact Residents' Association for Grenfell Tower, following the recommendation we do so from our newly elected MP Lady Victoria Borwick.

A group of residents from Grenfell Tower have been meeting on a weekly basis for a period of around six months. We have formed a positive community voice, and we wish to carry this forward in to the future.

Please could one of your team attend one of our Wednesday evening residents meetings, to help us form in to a well organised Compact RA?

Thank you and Best Wishes,

David Collins  
[REDACTED]

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