
From: Janet Seward <jseward@kctmo.org.uk>
Sent: 08 December 2015 12:35
To: 'jmlakeman'
Cc: (T) Complaints
Subject: RE: Mr. E. Daffarn, 134 Grenfell Tower, London W11 1QT

Dear Councillor Blakeman

Thank you for your email of 7th December. We have not had an opportunity to reply to Mr Daffarn's complaint at Stage 1 and we will do so within the ten day target time (by 16th December). Mr Daffarn and Ms Raihani are free to use the Complaints Process but we cannot put our legal action on hold while he does that. The complaints process is separate from the legal process. We will take reasonable and necessary steps to comply with our landlord obligations. Equally, we have to ensure that residents comply with their obligations under the terms of their lease or tenancy and it is our view that Mr Daffarn is not doing that and that is the reason that we have sent the solicitor's letters.

I am sorry that I cannot be more helpful at present.

Janet Seward
Policy & Improvement Manager
[REDACTED]

From: jmlakeman [mailto:[REDACTED]]
Sent: 07 December 2015 12:12
To: Complaints
Cc: Robert Black; 'Cllr.Paget-Brown@rbkc.gov.uk'; 'SWEENEY, John'; Complaints; 'David Collins'; lancwestra@gmail.com; 'Edward Daffarn'; Janet Seward
Subject: Mr. E. Daffarn, 134 Grenfell Tower, London W11 1QT

Dear Complaints

Following a meeting this morning with Mr. Daffarn, I am writing in support of his referral of his formal complaint to **Stage Two of the Complaints Procedure** on the following matters.

Access to his property

Mr. Daffarn gave good notice that he would be out of the country from the end of October to the end of November. Before he left, he had a meeting with Ms. Prentice and "Stuart" of Rydon to fix a date for the works to his flat to commence on his return. During that meeting he asked for a detailed explanation of how the works would be carried out and made a suggestion as to how the works could be modified to suit the conditions in his flat. He was told that Rydon could not answer that suggestion; only Ms. Williams could reply. Mr. Daffarn left it on the assumption that Rydon would progress his enquiry during his absence

with Ms. Williams; Rydon thought that he would raise it with Ms. Williams himself, so the issue was not addressed.

On his return, he received a letter stating that the works were due to start on 2 December. As his outstanding queries had not been addressed and the date had not been mutually agreed, he advised Rydon that they would first have to liaise with Ms. Williams before the works could begin.

Harassment

Instead of a response from Ms. Williams, the next thing he received was a hand-delivered letter from the TMO's solicitors. He states that there was no need for this. What was required was a discussion with Ms. Williams and Rydon about how the works in his flat would be carried out. Consequently he lodged a formal complaint claiming undue harassment.

Instead of receiving a response to this formal complaint, he then received a second hand-delivered solicitors' letter, stating that the works would commence from 8 am on 14 December. However, as the TMO is well aware, Mr. Daffarn has arranged a meeting with Cllr Victoria Borwick MP, Mr. Maddison, myself and others for that morning, so that start date is not convenient. And Mr. Daffarn has still not had the discussion about how the works will be carried out.

Furthermore, since receipt of the first solicitors' letter, Mr. Daffarn remained at home all morning on 2 December for the visit from Rydon. No one attended, but he was not advised that no one would be coming. This was a discourtesy and requires an apology.

Loss of trust

There is a further matter that needs to be addressed, given the level of distrust between Grenfell Tower residents and the TMO and Rydon in general and Mr. Daffarn in particular. This is the incident when the door to flat no. 136 on Mr. Daffarn's floor was left open all weekend due to a defective door fastening. The response he received - that the door was not left open - was clearly and demonstrably untrue. In view of this misinformation, Mr. Daffarn feels unable to trust any assurances that are given to him concerning the works to his flat.

However, he is very willing to provide access to Rydon operatives to complete the works to his flat so long as:

- The date is mutually agreed in advance
- He is able to meet with Rydon representatives and Ms. Williams beforehand to understand precisely how the works to his flat will be carried out
- He can be reassured that his furniture and property will not be damaged during the process.

He also requires a response to his question as to why the TMO wasted money using solicitors' letters to pressure him instead of responding directly to his substantive concerns. Finally, may I please be reassured that no more solicitors' letters will be sent to Mr. Daffarn in the meantime?

Kind regards.

Cllr Judith Blakeman

From: Edward Daffarn [<mailto:>]
Sent: 07 December 2015 08:59
To: jseward@kctmo.org.uk
Cc: R BLACK TMO; Cllr.Paget-Brown@rbkc.gov.uk; SWEENEY, John; complaints@kctmo.org.uk; David Collins; lancwestra@gmail.com
Subject: FW: Request for Stage 2 complaint against TMO's for harrasment

Dear Ms Seward,

I am writing to you following your failure to provide a response to my Stage One complaint and I am asking you to progress my complaint to Stage 2 and to request that the TMO investigate a charge of "harassment" and "intimidation" targeted against me.

I have also been advised by my Ward Coucillor and TMO Board member, Judith Blakeman that I should refuse entry to my home to TMO contractors until I receive a satisfactory response to the serious and sinister attempt to harass and intimidate me.

As I have explained previously, there was never any need for the TMO to send me any solicitors letters to gain entrance to my property as I have never denied them entry or said that I will not co-operate with Rydon so that the heating unit can be installed in my home.

When I complained to you at the TMO last week I did not expect your only response to date to be to send me another intimidating solicitors letter stating that I had agreed to let Rydon enter my property on 14th Dec (the same day that we are due to meet with Lady Borwick) when I had no such conversation and made no such agreement with either you or anyone else at the TMO.

In fact, the only person from the TMO that I have spoken to since receiving my first solicitors letter on 1st December was with you on Wednesday afternoon last week and I certainly never consented that the TMO contact me by further solicitors letters or that we agreed the 14th December as a start date for Rydon to enter my property.

In, addition, I would like to use the Freedom of Information Act 2006 to request that the TMO provide me with any emails, minutes of meetings, record of telephone conversations, internal TMO correspondence, etc that has any relation to the TMO using solicitors letters to gain access to my property. In particular, I am requesting that the TMO send me copies of any emails or details of telephone conversations between the TMO and DMH Stallard regarding Rydon gaining access to my property at 134 Grenfell Tower.

Regards,
Edward Daffarn

From: rblack@kctmo.org.uk
To: rblack@kctmo.org.uk
CC: cllr.paget-brown@rbkc.gov.uk; john.sweeney@parliament.uk;
Subject: FW: Complaint against TMO's use of solicitors letters.
Date: Sat, 5 Dec 2015 22:42:28 +0000

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 Hornet's Nest website you will discover that there is a general believe 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.

<http://fromthehornetsnest.blogspot.co.uk/2015/11/grenfell-action-group-calls-for.html>

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

From: [REDACTED]

To: jseward@kctmo.org.uk

CC: [REDACTED]; 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

From: [REDACTED]

To: clwilliams@kctmo.org.uk

CC: [REDACTED] john.sweeney@parliament.uk; rblack@kctmo.org.uk;

complaints@kctmo.org.uk; 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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