
From: Peter Maddison <pmaddison@kctmo.org.uk>
Sent: 30 November 2015 14:17
To: 'Judith Blakeman'; Complaints
Cc: Sacha Jevans
Subject: RE: Mrs. F. Neda, 205 Grenfell Tower, Lancaster West, W11
Attachments: Cllr Blakeman 30.11.15.docx

Dear Cllr Blakeman

Please find attached a response that I drafted to the various issues you have raised with me by e-mail over the weekend.

We discussed these issues when Sacha and I met you on 30th October. I am afraid that the attached correspondence did not get forwarded to you while I was on Jury Service. Please accept my apologies.

I will investigate the issue you have raised relating to Betty Kasote, 41 Grenfell Tower and will respond in due course.

Yours sincerely

Peter Maddison

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: Judith Blakeman [mailto:[REDACTED]]
Sent: 29 November 2015 19:39
To: Complaints
Cc: Peter Maddison; Sacha Jevans
Subject: FW: Mrs. F. Neda, 205 Grenfell Tower, Lancaster West, W11

Dear Complaints

I have not as yet had a substantive response to this enquiry and have been advised to log it as a complaint so that one can - however belatedly – be provided for my file.

Many thanks.

Cllr. Judith Blakeman

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

Sent: 27 August 2015 13:46

To: pmaddison@kctmo.org.uk

Cc: sjevans@kctmo.org.uk

Subject: Mrs. F. Neda, 205 Grenfell Tower, Lancaster West, W11

Dear Mr. Maddison

You have asked for more information from residents who feel that they are not being treated with respect by Rydon's over the refurbishment of their homes. I am therefore writing here with one example and would welcome your involvement in resolving this family's issues. Mrs. Neda has an appointment for her HIU installation on 1 September but she is reluctant at the moment to allow Rydon's into her home.

Firstly, they have insisted that the unit must be installed in her hallway, although she is aware that the kitchen is now an option and she would prefer to have it in the kitchen. Because Rydon have insisted on the hallway, they have not explained to her how the installation in the kitchen will work, nor how annual access for the gas check will be achieved. She was also told that she cannot have it in the kitchen because it will mean moving the light in her bathroom and this is impractical.

She has other concerns. Three weeks ago there was a bad leak of water coming through the ceiling of her son's bedroom from the flat above. This may or may not be as a result of works being done to that flat in connection with the refurbishment. However, the outcome is that the plaster is falling off the ceiling. She has asked Rydon when this will be repaired. Rydon advised her that this was a matter for the TMO and not for them. When she raised it with the TMO she was told it was for Rydon to address. So here is a stalemate and in the meantime the problem is not being addressed.

She also says that the landing outside her flat is never properly cleaned at the end of each working day.

When Rydon's installed the new windows in her flat, they did not clear up afterwards and did not move her heavy furniture back into place. When she cleaned the new windows she discovered that much of the glass is scratched and four of the ventilation points in one window are broken. When she explained all this to Rydon's she was told that they would not be able to fix these problems.

Because the new windows are smaller than the previous windows, her blinds no longer fit and cannot be put back into place. She has raised this with Ms. Prentice at Rydon's, who advised that she would have to ask the TMO for replacement blinds, saying that it is not a matter for Rydon. In the meantime she was required – against her will – to sign a form that signed off the window installations. She felt that she was pressurised to do this and had no choice but to sign the form against her will.

This raises a point of general concern. I am told by residents that at the beginning of the consultations about the refurbishment there had been a conversation with the TMO about compensation for damage and new furnishings such as blinds or curtains. However, this conversation was not continued. A number of residents are asking about this issue and the TMO needs to continue engagement with them about this matter.

Mrs. Neda's final point was to advise me that she has a degenerative muscle condition, which is getting much worse because of the stress and [REDACTED] she is suffering as a result of the unresolved refurbishment issues in her flat. She cannot work in her job as a [REDACTED] at the moment because of her [REDACTED] and the exacerbation of her muscle problems. Consequently

she is at home all day and is very concerned that Rydon will not do a good job in her flat when they come on 1 September to install the boiler.

Mrs. Neda needs to be treated sensitively and with understanding. I am therefore writing to enquire what arrangements can be put in place to ensure that Mrs. Neda has the works done to her satisfaction, that the HIU will be installed in the kitchen, that the damage previously identified will be rectified and that she can be confident that her flat will be improved after the works. At the moment she says that she is desperate for a move from Grenfell Tower, although she tells me that she loves her flat.

I would be grateful if someone can investigate this matter, as you advised would happen as and when you are provided with more detail.

Please keep me updated on this case.

Many thanks.

Cllr. Judith Blakeman

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