
From: Grenfell Tower Leaseholder's Association
<grenfellleaseholdersassociation@hotmail.co.uk>
Sent: 29 September 2013 21:39
To: tcomplaints@kctmo.org.uk; jburke@kctmorepairsdirect.co.uk;
abosman@kctmo.org.uk
Cc: dllr.atkinson@rbkc.gov.uk; jjones@kctmo.org.uk; dllr.dentcoad@rbkc.gov.uk;
Jonathan.Bore@rbkc.gov.uk; jseward@kctmo.org.uk;
camilla.horrox@trinitymirror.com; Amanda.Johnson@rbkc.gov.uk;
Cllr.Williams@rbkc.gov.uk; dllr.will@rbkc.gov.uk;
Councillor.Weatherhead@rbkc.gov.uk; Cllr.Weale@rbkc.gov.uk;
dllr.warrick@rbkc.gov.uk; dllr-wade@rbkc.gov.uk; Councillor.Taylor@rbkc.gov.uk;
dllr.rutherford@rbkc.gov.uk; Cllr.Rossi@rbkc.gov.uk; Cllr.Read@rbkc.gov.uk;
dllr.pascall@rbkc.gov.uk; dllr.palmer@rbkc.gov.uk; dllr.paget-brown@rbkc.gov.uk;
Cllr.O'Neill@rbkc.gov.uk; dllr.neal@rbkc.gov.uk; dllr.moylan@rbkc.gov.uk;
Cllr.Mosley@rbkc.gov.uk; dllr.mingay@rbkc.gov.uk; dllr.mills@rbkc.gov.uk;
Councillor.Mason@rbkc.gov.uk; dllr.marshall@rbkc.gov.uk;
Cllr.Mackover@rbkc.gov.uk; dllr.lindsay@rbkc.gov.uk;
Councillor.Lightfoot@rbkc.gov.uk; Cllr.Jones@rbkc.gov.uk;
dllr.husband@rbkc.gov.uk; Councillor.Holt@rbkc.gov.uk;
Councillor.Hoier@rbkc.gov.uk; Cllr.Healy@rbkc.gov.uk;
Councillor.Hargreaves@rbkc.gov.uk; dllr.gardner@rbkc.gov.uk;
Cllr.Freeman@rbkc.gov.uk; Cllr.Faulks@rbkc.gov.uk; dllr.donaldson@rbkc.gov.uk;
dllr.condon-simmonds@rbkc.gov.uk; dllr.collinson@rbkc.gov.uk;
Cllr.Coleridge@rbkc.gov.uk; Councillor.Coates@rbkc.gov.uk;
Cllr.Caruana@rbkc.gov.uk; Cllr.Campion@rbkc.gov.uk; Cllr.Campbell3
@rbkc.gov.uk; Cllr.Campbell@rbkc.gov.uk; dllr.buxton@rbkc.gov.uk;
dllr.f.buxton@rbkc.gov.uk; Cllr.Buckmaster@rbkc.gov.uk; dllr.borwick@rbkc.gov.uk;
pmaddison@kctmo.org.uk; srumble@kctmo.org.uk; Daniel Wood; Anthony
Parkes; Williams@kctmo.org.uk; Judith Blakeman; Robert Black;
jclifton@kctmo.org.uk; laura.johnson@rbkc.gov.uk; dllr.feilding-
mellen@rbkc.gov.uk
Subject: RE: Mr Adoweru - Grenfell Tower Leaseholder Association

Grenfell Tower Leaseholders' Association

c/o 185, Grenfell Tower, Grenfell Road, London 1TG
Email: grenfellleaseholdersassociation@hotmail.co.uk

To,
Joanne Burke
Complaints Manager
The Kensington and Chelsea TMO Ltd
Network Hub
Unit A
292 Kensal Road
London W10 5BE

By Post/Email

Ref: 100670 Grenfell Tower, Lancaster West Estate W11

Date 25th September 2013

Cc: Daniel Wood, Anthony Parkes, Robert Black, Peter Maddison & Alex Bosman

Subject: Complaints procedures Stage TWO

Dear Ms Joanne Burke,

Thank you for your letter dated 9th September 2013.

We do not agree with your summarised responses in relation to the serious issues and concerns raised in our various emails and letters over many years. Some of our concerns were acknowledged by senior officers as well as councillors of RBKC. We have conveyed our issues and concern by various means, including through stake holder's meeting attended by council official as well as councillors to Mr Daniel Wood, Mark Anderson and Alasdair Manson of KCTMO Ltd and through numerous correspondences for the past five years.

We are shock and surprised to learn that, we quote *"Under the KCTMO complaints procedure, we will not consider anything that happened over a year ago, unless you have only recently become aware of the situation"*. We strongly refute this assertion. The GTLA have actively been informing our Managing Agents the KCTMO/EMB (Tenant lead organisation) of our concerns with the standard of service provided and its unreasonableness.

We would like to take our Complaints Stage Two procedure.

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

On behalf of Grenfell Tower leaseholder's Association

From: TComplaints@kctmo.org.uk

To: grenfellleaseholdersassociation@hotmail.co.uk

Date: Tue, 10 Sep 2013 09:35:29 +0100

Subject: Mr Adoweru - Grenfell Tower Leaseholder Association

Dear Mr Awoderu

Further to my email of 8th August 2013, concerning your complaint on behalf of the Grenfell Tower Leaseholder Association, I can advise that we have now completed our investigation. I apologise for the length of time it has taken for us to respond to you.

Kind regards

Joanne Burke
Complaints Manager

t: [REDACTED]



w: www.kctmo.org.uk

a: Network Hub, 292a Kensal Road, London, W10 5BE

Before printing, please think about the environment

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

The Royal Borough of Kensington and Chelsea.
This e-mail may contain information which is confidential, legally privileged and/or copyright protected. This e-mail is intended for the addressee only. If you receive this in error, please contact the sender and delete the material from your computer.
