
From: Dulce De Oliveira <doliveira@kctmo.org.uk> on behalf of Complaints <complaints@kctmo.org.uk>
Sent: 19 January 2016 15:40
To: 'Cllr.Blakeman@rbkc.gov.uk'
Subject: Mrs F Neda, 205 Grenfell Tower, W11-Process reference 238003

Dear Councillor Blakeman

Thank you for your clarification email which I have forwarded to our Capital Investment Team, who will investigate and respond accordingly.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



www.kctmo.org.uk
292a Kensal Road, London W10 5BE

Before printing, please think about the environment

From: Cllr.Blakeman@rbkc.gov.uk [mailto:Cllr.Blakeman@rbkc.gov.uk]
Sent: 18 January 2016 13:25
To: Dulce De Oliveira
Cc: Complaints
Subject: ExternalFW: Mrs F Neda, 205 Grenfell Tower, W11-Process reference 238003

Dear Ms. De Oliveira Watts

The matters outstanding are as set out in my e-mail below. Apologies for not making them clearer.

Cllr Judith Blakeman:

- 1. One of the fans on the roof is still very noisy at night. It is situated directly above Ms. Neda's bedroom and continues to keep her awake*
- 2. Some of the radiators are not hot enough. They have been checked and found not to be working properly because of where they have been placed. However, they cannot be moved because of the small size of the bedroom*
- 3. The kitchen fan is too noisy, especially when it is windy outside. Ms. Prentice and Ms Stephanou have inspected it and said it cannot be fixed*

4. *She is still waiting for news about fixing her curtain and blinds*
5. *Some of the windows do not close properly. Rydon advised her to contact the manufacturers, but this is not a matter for the tenant*
6. *Much of the decoration in her flat has been degraded because of all the works*
7. *She would like to have the pipes in the corridor boxed in, preferably the smaller boxing rather than the larger boxing that has been done in other flats.*

From: Dulce De Oliveira [<mailto:doliveira@kctmo.org.uk>] **On Behalf Of** Complaints
Sent: 15 January 2016 14:05
To: Cllr, Blakeman, Judith
Subject: Mrs F Neda, 205 Grenfell Tower, W11-Process reference 238003

Dear Councillor Blakeman

Thank you for your email which I have forwarded to our Capital Investment Team for their perusal. In the meantime for clarification and to progress accordingly, please inform us which matters Mrs Neda reports as being outstanding.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



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292a Kensal Road, London W10 5BE
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From: Cllr.Blakeman@rbkc.gov.uk [<mailto:Cllr.Blakeman@rbkc.gov.uk>]
Sent: 14 January 2016 14:52
To: Complaints
Cc: Robert Black
Subject: ExternalMs Neda, 205 Grenfell Tower, W11

Some matters remain outstanding following on from this reply from the meeting on 30 October 2015.

"Dear Cllr Blakeman

"Further to our meeting on Friday 30th October, I am writing with a response to various enquiries you have made in relation to the refurbishment of Grenfell Tower:

"205 Grenfell Tower – Ms Neda

"Claire Williams was with Rydon on 28 July when they met Ms Neda to talk through the potential kitchen location of the HIU. We discussed the practical implications and the tenant has opted for the kitchen location.

"There was a maintenance issue with the ballcocks at roof level that caused water ingress into some top floor flats in Grenfell Tower. This was not related to the refurbishment work and the matter has now been resolved.

"We have been working with Rydon and OCS, the cleaning contractor to co-ordinate their activities throughout the working day. Any specific issues with poor cleanliness should be referred to Rydon's RLO in the first instance.

"Rydon have made contact with Ms Neda to clarify the issue relating to her blinds and to agree a resolution. Claire Williams will follow this up with Ms Neda to agree a resolution."

8. One of the fans on the roof is still very noisy at night. It is situated directly above Ms. Neda's bedroom and continues to keep her awake
9. Some of the radiators are not hot enough. They have been checked and found not to be working properly because of where they have been placed. However, they cannot be moved because of the small size of the bedroom
10. The kitchen fan is too noisy, especially when it is windy outside. Ms. Prentice and Ms Stephanou have inspected it and said it cannot be fixed
11. She is still waiting for news about fixing her curtain and blinds
12. Some of the windows do not close properly. Rydon advised her to contact the manufacturers, but this is not a matter for the tenant
13. Much of the decoration in her flat has been degraded because of all the works
14. She would like to have the pipes in the corridor boxed in, preferably the smaller boxing rather than the larger boxing that has been done in other flats.

Cllr Judith Blakeman

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The Royal Borough of Kensington and Chelsea.

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