
From: Dulce De Oliveira <doliveira@kctmo.org.uk> on behalf of Complaints <complaints@kctmo.org.uk>
Sent: 20 January 2016 15:57
To: [REDACTED]
Cc: Mainu Miah
Subject: Ms T Yilman, Flat 44 Grenfell Tower, W11-Process Reference: 234855

Dear Councillor Blakeman

Further to your email I have been informed that Ms Yilman has refused to let our contractors in because she wants them to replace her flooring, which they deny damaging. However, Ms Yilman has been informed to put in a claim for this and was emailed the relevant claim form.

We need access in order to undertake the works.

Kind regards

Dulce De Oliveira Watts
Complaints Officer

[REDACTED]
www.kctmo.org.uk
292a Kensal Road, London W10 5BE
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-----Original Message-----

From: Judith Blakeman [mailto:[REDACTED]]
Sent: 19 January 2016 08:32
To: 'Turufat'; Mainu Miah; Complaints
Subject: ExternalRE: 44 Grenfell tower - recall works - Process Reference: 234855

Dear Complaints

Can you please ensure that Ms Yilma is correctly contacted to obtain access to her home - and please also advise me when this has been done.

Many thanks.

Cllr Judith Blakeman

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

From: Turufat [mailto:[REDACTED]]
Sent: 18 January 2016 23:41
To: Mainu Miah
Subject: Re: 44 Grenfell tower - recall works - Process Reference: 234855

Dear Miah

I am very confused about your email saying that you and your contractors tried to contacted me over the phone to arrange access to my home!

Since when we correspondence by phone to arrange any access to my home and is it how TMO deal, how about the professional way of writing a letter or email ? And you are sending me an email complaining that you tried to contacted me on my phone the last few weeks? This is well behind the truth and yes your contractor tried to contacted me on the 18 Jan and left voicemail ONLY TODAY (I have the evidence of that including missed call and voicemail)!

Now I am asking you to write me proper letter/ email stating your contractor name and company name as I would not allow anyone to come to my home and do whatever they want to do including damaging.

Waiting your reply and based on that I will make the appointment accordingly.

Thanks

Turufat

Sent from my iPad

> On Jan 18, 2016, at 2:04 PM, Mainu Miah <mmiah@kctmorepairsdirect.co.uk> wrote:

>

> Process Reference: 234855

>

> Dear Ms Yilman

>

> Complaint Case Reference - 234855

>

> Further to the visit by John Griffin on 14 December 2015 I am writing to advise you that we have not been able to arrange access with you to revisit the works that were recalled by John following his inspection.

>

> Myself and the contractors have been trying to contact you on [REDACTED] since the start of the year but have not been able to speak to you.

>

> Can I request that you respond to my email to confirm your availability by 22 January 2015. Should I not hear anything from you by this date we will assume that you no longer require the works and will proceed to close the job.

>

> Best regards

>

> Mainu Miah

>

> Complaints Officer - Repairs Direct

>

> t: [REDACTED]

>

> w: www.kctmo.org.uk

>

> a: Unit A, 292 Kensal Road, London W10 5BE

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