
From: jmlakeman [redacted]
Sent: 02 December 2015 09:29
To: 'Fahed Barakat'
Subject: RE: Response to Stage 1 Complaint 105759

Fahed, I hope to get back to you by the end of the day. I have formally complained as me at the apparent decision not to let you go to Stage Two.

Judith

From: Fahed Barakat [mailto:[redacted]]
Sent: 01 December 2015 18:07
To: cllr.blakeman@rbkc.gov.uk; [redacted]
Cc: [redacted] david@future-conversations.com
Subject: FW: Response to Stage 1 Complaint 105759

Dear Cllr Blakeman

I received the response below from Peter Maddison regards the complaint. I have also spoken Mr Daniel woods (Assistant director of home ownership) and has also been told the same.

As for my latest call today with Claire Williams, she has stated that any works have to be completed by the 11 Dec as that is the last day for the workmen.

My options seem to be:

- 1- Give up and accept the HIU in the hallway
- 2- Continue to stand by my preference and not accept their pressure past the 11 Dec were it would be taken to court according to the TMO

I am looking forward to your advice on the matter. Regardless of the outcome of the HIU, I am still very thankful for your support

Thanks

Regards

Fahed

92 Grenfell Tower
[redacted]

From: pmaddison@kctmo.org.uk
To: [redacted]
CC: complaintsgroup@kctmo.org.uk
Subject: Response to Stage 1 Complaint 105759
Date: Fri, 27 Nov 2015 13:56:59 +0000

Dear Mr Barakat

I am writing in response to your Stage 1 Complaint dated 17th November 2015.

I have explained in detail the reasons that the recommended location of the HIU is in the hallway. We have also communicated this message to all residents of Grenfell Tower in correspondence and at various resident consultation events.

When we met residents in July 2015 with Victoria Borwick MP we agreed to offer a kitchen installation on condition that those residents agree in writing to the increased level of disruption that this will cause. We also agreed that the priority was to ensure maintain heating and hot water services to residents' homes and to achieve this we would complete the HIU installation in the hallway where works are in progress. We also gave a commitment to review the option of relocating hallway HIU's to the kitchen once the work is complete and we have an opportunity to understand the demand from residents and the cost of this work. We will honour the commitments we have made.

In your case, Rydon has disconnected your home from the communal heating system and installed the HIU in the hallway, as agreed with you prior to July 2015. We therefore propose to complete the work to connect your home onto the new system. When we have completed the connection of all flats onto the new heating system, then we will consider the cost and practical implication of relocating the HIU into the kitchen.

I note your wish for the HIU to be relocated to the kitchen and will give a response to your request when we have received feedback from all residents in Grenfell and can therefore assess the cost of completing this additional work.

We have a legal obligation to provide heating and hot water under the terms of your lease and under the leases and tenancies of the other residents in Grenfell Tower. You have an obligation under the terms of your lease to give access so we can carry out such works.

It is clearly preferable that we agree dates with you for the connection of the new central heating system, rather than exercise our rights (set out below) to gain access to carry out these works.

Rydon will be visiting your property on 4th December 2015 at 8am to complete the works to connect the heating installation in your home onto the new communal system. If this appointment time is not convenient or you would like to discuss these works further please contact us as soon as possible.

If we are unable to carry out these works on the specified, date above, we will have no choice but to commence legal action by applying to Court for an injunction ordering you to provide access in accordance with the terms of your lease. Such action will be costly and you may be ordered by the Court to pay the legal costs incurred by KCTMO. Of course, we hope that such action will not be necessary.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
a: The Network Hub, 292a Kensal Road, London, W10 5BE

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