
From: Grenfell Tower Leaseholder's Association
<grenfellleaseholdersassociation@hotmail.co.uk>
Sent: 20 September 2013 13:43
To: laura.johnson@rbkc.gov.uk; Amanda.Johnson@rbkc.gov.uk
Cc: pmaddison@kctmo.org.uk; cllr.feilding-mellen@rbkc.gov.uk; cllr.paget-brown@rbkc.gov.uk; camilla.horrox@trinitymirror.com; Robert Black; jclifton@kctmo.org.uk; shaylorc@parliament.uk; jburke@kctmorepairsdirect.co.uk; tcomplaints@kctmo.org.uk; cllr.atkinson@rbkc.gov.uk; williams@kctmo.org.uk; Judith Blakeman; cllr.dentcoad@rbkc.gov.uk; [REDACTED]
Subject: Used apportionment not meter reading or room weighted scheme for the Grenfell Tower to produced services for many years.

Dear Ms Laura John and Amanda Johnson,

Please find forwarded email from our local Councillor Judith Blakeman and it appears that she is the wrong person we have addressed our decade old serious concern. We thought we were following proper procedure by addressing to our local ward Councillor and obviously we were wrong.

So we therefore addressing to you and your colleagues to provide us an explanation according to the **tenant and landlord Act 1985 as amended** whether our landlord and the regulator of the Managing Agents of KCTMO/EMB ltd has been authorised and allowed to use apportionment without meter reading specifically for the Grenfell Tower to produce service charges bill for decades for the Heating and Hot water charges instead of Room Weighted Scheme.

We wait to hear from you as a matter of urgency

Best Wishes

Tunde Awoderu

The Vice Chairman

The Grenfell Tower Leaseholder's Association

Date: Fri, 20 Sep 2013 11:19:44 +0100

From: [REDACTED]

Subject: Re: Lancaster West Heating System Start Date

To: grenfellleaseholdersassociation@hotmail.co.uk; cllr.dentcoad@rbkc.gov.uk

CC: pmaddison@kctmo.org.uk; laura.johnson@rbkc.gov.uk; amanda.johnson@rbkc.gov.uk; cllr.feilding-mellen@rbkc.gov.uk; cllr.paget-brown@rbkc.gov.uk; camilla.horrox@trinitymirror.com;

rblack@kctmo.org.uk; jclifton@kctmo.org.uk; shaylorc@parliament.uk; jburke@kctmorepairsdirect.co.uk; tcomplaints@kctmo.org.uk; cllr.atkinson@rbkc.gov.uk; williams@kctmo.org.uk

Dear Tunde

All I was doing was seeking to explain to Shah why there can be difficulties starting an estate's heating system up in advance of the designated date. We get requests every year from a number of blocks and estates about the dates for turning heating on and off and I am afraid councillors have no control over this. All we can do is submit requests on behalf of residents and Residents' Associations when we get complaints about the switch on dates.

Kind regards.

Judith

From: Grenfell Tower Leaseholder's Association <grenfelleaseholdersassociation@hotmail.co.uk>
To: J BLAKEMAN [REDACTED]; "cllr.dentcoad@rbkc.gov.uk" <cllr.dentcoad@rbkc.gov.uk>
Cc: "pmaddison@kctmo.org.uk" <pmaddison@kctmo.org.uk>; "laura.johnson@rbkc.gov.uk" <laura.johnson@rbkc.gov.uk>; "Amanda.Johnson@rbkc.gov.uk" <amanda.johnson@rbkc.gov.uk>; "cllr.feilding-mellen@rbkc.gov.uk" <cllr.feilding-mellen@rbkc.gov.uk>; "cllr.paget-brown@rbkc.gov.uk" <cllr.paget-brown@rbkc.gov.uk>; "camilla.horrox@trinitymirror.com" <camilla.horrox@trinitymirror.com>; Robert Black <rblack@kctmo.org.uk>; "jclifton@kctmo.org.uk" <jclifton@kctmo.org.uk>; "shaylorc@parliament.uk" <shaylorc@parliament.uk>; "jburke@kctmorepairsdirect.co.uk" <jburke@kctmorepairsdirect.co.uk>; "tcomplaints@kctmo.org.uk" <tcomplaints@kctmo.org.uk>; "cllr.atkinson@rbkc.gov.uk" <cllr.atkinson@rbkc.gov.uk>; "williams@kctmo.org.uk" <williams@kctmo.org.uk>
Sent: Friday, 20 September 2013, 10:29
Subject: RE: Lancaster West Heating System Start Date

Dear Cllr. Blakeman and Cllr. Dent Coad,

Thank you for your email and Shah asked me to reply to your email and I also would like to response to your email because I have some information I feel it is appropriate to share with you NOW. We are not sure whether it is right things to say or do for the managing agents KCTMO/EMB Ltd to determine to turn ON/OFF the communal heating system based on unpredictable weather conditions and forecast. This is the first time we have come across this kind of excuses.

We are referring a letter from Daniel Wood assistant director of homeownership dated 20th August 2010 to GTLA we quote "You correctly state that it is a requirement to have a meter to read usage and this is in place, however, the reading is for the central plant itself. It is neither practical nor required to install meters in each dwelling. It should also be noted that heating charges are an estate cost, to which you are covenanted to contribute to under the terms and conditions of the lease".

That means according to Mr Daniel Wood the heating charges are for estate cost and apportionment to Grenfell Tower not based on meter reading specifically for Grenfell Tower and the room weighted scheme. Is it fair and reasonable and acceptable in this day and age? Are they allowed to do so according to our landlord and this need to be dealt with as matter of urgency as well?

On 21st September 2010 letter from Anthony Parkes to Grenfell Tower leaseholders association stated we quote " It should be noted that the recharges is for heating and hot water, although the heating is not on all year round the provision for hot water needs to be throughout the year.

So that means the main boiler for central plants for the Estate or for the Grenfell Tower burning gas 24/7, seven days a week and attracting charges for the heating regardless, producing the service charges bills based on that and at the same time. Now we have to rely on weather condition and forecast. Is it fair and reasonable and acceptable in this day and age?

As you said that one resident last night said it was warm enough and did not want the system turned on early it may be appropriate for that individual out of 120 families. We can assure you that there are lots of elderly residents live at Grenfell Tower they may have different needs unlike that individual.

You also said and correctly mention "that of course is the difficulty of having one system without individual controls serving such a range of people with different needs. The surrounding high rise building has been installed with such facilities almost 20 years ago and nothing complex about it then. The KCTMO ltd expressed their views on GTRP many occasion how complex it is to replace the heating and hot water system, cladding and windows etc. It seems apparent that KCTMO ltd facing for the first time with this kind of challenges and this is quite worrying development for us.

We also hope and pray but not holding our breath and only time will tell that; as you said and confirm by Peter Maddison that "next year the new heating system for Grenfell Tower will be in place and residents will be able to turn their heating systems on and off whenever they wish". It has been almost two decades that we have been suffering from this defective and non-functional and unreasonable heating charge and paying hefty service charges and that need to be dealt with immediately.

We wait to hear from you as matter of urgency.

Best Wishes

Tunde Awoderu

The Vice chairman

The Grenfell Tower Leaseholder's Association

Date: Fri, 20 Sep 2013 07:50:45 +0100 From: [REDACTED]@hotmail.co.uk Subject: Lancaster West Heating System Start Date To: grenfellleaseholdersassociation@hotmail.co.uk

Dear Shah

I asked Mr Maddison to discuss this at the Grenfell Tower consultation meeting last night, which he did – and also in response to a couple of residents as well.

Apparently, for the communal heating system on a large estate like Lancaster West, the TMO always start it up on a Monday. It takes a couple of days to fire up fully and then they can check if there are any faults that need engineers to resolve, so that it can all be finished by the end of one working week. If they were to start up a system mid-week, any problems would not become apparent until the weekend, when no heating engineers are available for routine work and then it could take longer to fire up a system.

So if they were to start the system up this year ahead of 1 October, it would mean starting this coming Monday. However, the weather forecast for Monday is a return to heat wave conditions - 24 degrees - to last for most of the week. As a result, they have decided to keep to the original timetable, which is to start firing the system up on Monday week for the original start date of 1 October.

I hope this is clear – it took me a moment to get my mind round it all!

He also pointed out that next year the new heating system for Grenfell Tower will be in place and residents will be able to turn their heating systems on and off whenever they wish. Indeed one resident last night said it was warm enough and did not want the system turned on early! That of course is the difficulty of having one system without individual controls serving such a range of people with different needs.

Kind regards.

Judith

From: Grenfell Tower Leaseholder's Association <grenfellleaseholdersassociation@hotmail.co.uk>

To: J BLAKEMAN [REDACTED]

Sent: Thursday, 19 September 2013, 10:09

Subject: RE: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Dear Judith,

Thank you very much for letting me know and it was much appreciated. Best Wishes Shah

Date: Thu, 19 Sep 2013 08:59:45 +0100 From: [REDACTED]@hotmail.co.uk Subject: Re: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix. To: grenfellleaseholdersassociation@hotmail.co.uk

Dear Shah

I have been told that the Lancaster West heating system will not be turned on until 1 October. I have asked on behalf of the Residents' Association for this to be brought forward, given how cold it is, but I have not yet received a reply.

Kind regards.

Judith

From: Grenfell Tower Leaseholder's Association <grenfelleaseholdersassociation@hotmail.co.uk>

To: "jclifton@kctmo.org.uk" <jclifton@kctmo.org.uk>

Cc: Robert Black <rblack@kctmo.org.uk>; Judith Blakeman <cllr.blakeman@rbkc.gov.uk>;

"jburke@kctmorepairsdirect.co.uk" <jburke@kctmorepairsdirect.co.uk>; Daniel Wood <dwood@kctmo.org.uk>

Sent: Thursday, 19 September 2013, 8:47

Subject: FW: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

From: grenfelleaseholdersassociation@hotmail.co.uk To: abosman@kctmo.org.uk Subject: RE: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix. Date: Thu, 19 Sep 2013 08:43:48 +0100

Dear Mr Bosman,

This is to inform and confirm that to you that my flat is very cold and heating system is not working and due to this we felt ill. Also let me inform you that out of 365 days this is first time we tried to use the heating system.

Please confirm

Regards

Mr S Ahmed

Chair of Grenfell Tower Leaseholder's Association

From: abosman@kctmo.org.uk To: grenfelleaseholdersassociation@hotmail.co.uk Date: Wed, 17 Jul 2013 13:42:00 +0100 Subject: RE: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Dear Mr Ahmed,

Thank you for your email below I understand you have a number of concerns which I would like to address.

In addition to the statutory annual testing and servicing of the communal plant at Grenfell Tower our contractor carries out monthly service visits; further to this the TMO's insurance agency carries out inspections every two years to our plant equipment. This is to ensure the safe operation of our plant equipment across the TMO stock.

Due to the age and complexity of the plant equipment at Grenfell Tower it is not possible to guarantee that breakdowns will not occur; however our planned servicing works are intended minimise the risk of breakdown and when breakdowns do occur we endeavour to resolves these with the least disruption to residents.

Following my initial investigation into our contractor site visits I have identified that a contributing factor was a leak to the property above your home to one of the kitchen waste pipes a repair was completed to this property last week and this leak has now been resolved.

I have attempted to contact you by phone a number of times in the past week on 07878 357 486 but you have been unavailable; I would appreciate it if we could discuss the issues you have raised to ensure they are fully resolved.

Please advise if there is a convenient time to contact you and if I have your correct contact details, alternatively please feel free to contact me on [REDACTED]

Yours sincerely,

Alex

Alex Bosman

Head of Contract Management
Kensington & Chelsea TMO
292a Kensal Road
W10 5BE



From: Grenfell Tower Leaseholder's Association [<mailto:grenfellleaseholdersassociation@hotmail.co.uk>]
Sent: Saturday, July 06, 2013 11:08 AM
To: Robert Black
Cc: Judith Blakeman <cllr.blakeman@rbkc.gov.uk>; [REDACTED]; [REDACTED];
cllr.atkinson@rbkc.gov.uk <cllr.atkinson@rbkc.gov.uk>; cllr.o'neill@rbkc.gov.uk <cllr.o'neill@rbkc.gov.uk>;
[REDACTED]; [REDACTED]; [REDACTED]; Francis O'Connor <[REDACTED]>; Daniel Wood; Jane Clifton; Sacha Jevans
Subject: Fault in communal heating and hot water system and leakage reported 6th June and yet to be fix.

Dear Mr Robert Black,

I am very much obliged to advise you to prevent another imminent disaster from communal heating and hot water malfunction. This is an established fact and known to everybody in the borough apart from KC TMO/EMB about how dangerous the heating and hot water system at Grenfell Tower.

I would like to highlight the sequence of events which has not resulted in any action being taken.

1. **On 9th June 2013 ref: 1853520**, I personally reported a serious malfunctioning of the communal heating and hot water pipes. It was experience by almost everybody at GT. It was making exceptionally and constant loud noises for three days and it has been highlighted to Cllr. Judith Blakeman by our vice chairman of the Grenfell Tower Leaseholder's association.
2. **On 30th June 2013 ref: 1858768**, I reported an apparent hot water leakage from the communal pipes. Steam was coming out from the storage of the communal piping systems. The contractor from Willmott Dixon, Mr Canrad visited my property at 7pm and inspected and he assured me that on Monday somebody would come and act on the problem head on. But unfortunately as you can see from the brief report by another Willmott Dixon Contractor, nothing has been done so far and we have to live with the smell from the water leakage. The situation appears to be precarious.
3. I think it is extremely appropriate for me under these circumstances to highlight the experience and treatment when I was threatened forfeiture of my lease when the KCTMO identified a leakage coming from my flat, BUT I can assure you without a shadow of a doubt without my knowledge. If I knew about it, I would have fixed it straightaway and it is quite natural to do so. Please find attached copy of the letter I received from Mr Jannie Pretorius dated **5 November 2009** and Estate officer of EMB Ms Jan Jones dated **4th November 2009 and my response dated 11th November 2009**.
4. The steam and heat coming out from the communal area of the heating and hot water system and walls are soaking wet and there is a damp smell everywhere in my flat. I reported the problem over a month ago.
5. Please see attached the letter I received from your home ownership income officer Gladys Ajasa which I am in breach of my leasehold agreement for the arrears of £203.83. I had already made an agreement through your solicitor DMH that at the end of the month I will clear any outstanding balance. But they did not wait until the end of the month and I am not sure why I was receiving such treatment from the KCTMO/EMB.
6. Could you please confirm that for the past two decades KCTMO and your local managing agent are not in breach of contractual agreement? It is important you answer this question.
7. As you know very well, due to the catastrophic power surges in May, I lost many electrical appliances and that was **11th May 2013**. Royal Repair was appointed by the KCTMO, visited my property and listed

every item. Your project manager and area manager confirmed in 14th June that TMO submitted to their insurance claim and I am yet to hear from you and as of today KCTMO/EMB/COUNCIL are yet to replace my damaged items.

It is quite unacceptable for us to receive such service. We expect action to be taken immediately.

Yours Sincerely

Shah Ahmed

Chairman of Grenfell Tower leaseholder's Association

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