
From: Dulce De Oliveira <doliveira@kctmo.org.uk> on behalf of Complaints <complaints@kctmo.org.uk>
Sent: 15 January 2016 14:33
To: 'Cllr.Blakeman@rbkc.gov.uk'
Subject: Ms Maryan Adan, 14 Grenfell Tower-Process reference 238010
Attachments: SKMBT_C364e15120314370.pdf

Dear Councillor Blakeman

Thank you for your email which I have forwarded to our Capital Investment Team for their perusal. We will email you further once we receive their reply.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



www.kctmo.org.uk
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 15:33
To: Complaints
Cc: Robert Black
Subject: ExternalMs Maryan Adan, 14 Grenfell Tower-Process reference 231383

Please may I now have a substantive response to the complaints I raised on behalf of Ms. Adan? The response dated 30 October 2015 is incomplete.

Many thanks.

Cllr Judith Blakeman

From: Dulce De Oliveira [mailto:doliveira@kctmo.org.uk] **On Behalf Of** Complaints
Sent: 03 December 2015 14:55
To: [REDACTED] Peter Maddison
Subject: Ms Maryan Adan, 14 Grenfell Tower-Process reference 231383

Dear Councillor Blakeman

I apologise for the confusion with regard to my acknowledgment below. Please confirm receipt of Peter Maddison's reply to you of 30th November 2015, for ease of reference I have attached a copy which contains a reply on this address as well as other Grenfell Tower properties.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



www.kctmo.org.uk

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From: Dulce De Oliveira **On Behalf Of** Complaints
Sent: 03 December 2015 13:32
To: 'jmlakeman'; Peter Maddison
Subject: Ms Maryan Adan, 14 Grenfell Tower-Process reference 231383

Dear Councillor Blakeman

Thank you for your email and I am sorry that you have yet to receive a response. I have chased this up and will relay our reply to you once received.

Kind regards

Dulce De Oliveira Watts
Complaints Officer



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From: jmlakeman [<mailto:>]
Sent: 29 November 2015 19:32
To: Complaints
Cc: Sacha Jevans; Peter Maddison
Subject: RE: Ms. Maryam Adam, 14 Grenfell Tower

Dear Complaints

I have not as yet had a response to this enquiry and have been advised to log it as a complaint so that one can - however belatedly – be provided for my file.

Many thanks.

Cllr. Judith Blakeman

From: jmblakeman [mailto:]
Sent: 09 September 2015 09:06
To: 'sjevans@kctmo.org.uk'; Peter Maddison (pmaddison@kctmo.org.uk)
Subject: Ms. Maryam Adam, 14 Grenfell Tower

FYI – I do hope this matter is being urgently addressed and I would welcome an update.

Judith

From: jmblakeman [mailto:]
Sent: Wednesday, September 9, 2015 9:04 AM
To: 'Edward Daffarn'; 'SWEENEY, John'
Cc: 'David Collins'; 'William Thompson'; 'cllr.atkinson@rbkc.gov.uk'; 'Cllr.Lasharie@rbkc.gov.uk'
Subject: RE: Urgent Action Required

Dear Mr. Sweeney

Just to update you, I have been advised that the TMO is following up on this case as a matter of urgency.

Kind regards.

Cllr. Judith Blakeman

From: Edward Daffarn [mailto:]
Sent: Tuesday, September 8, 2015 10:20 PM
To: SWEENEY, John
Cc: David Collins; William Thompson; [redacted]
Subject: FW: Urgent Action Required

Dear John,

I am aware that you have been cc'ds into this email trail on a previous occasion so please pardon me for bringing it's contents back to your attention.

Please can you ensure that our MP, Lady Borwick, reads the email below dated 3rd September and sent by a member of our resident group, David Collins to Cllr Judith Blakeman and Cllr Robert Atkinson, concerning the recent appalling treatment of a vulnerable, disabled non-English speaking woman in Grenfell Tower.

Her story is so upsetting that many of our group were profoundly moved, angered and upset by her treatment and we are not going to let things go until this matter is dealt with directly and all the residents of Grenfell Tower are treated with compassion and respect by the TMO and their contractor, Rydon.

It is not acceptable for Rydon to abandon a disabled woman without access to a loo for four days or access to water at night-time and this action shows how little the TMO and Rydon have moved forward since we started to ask them to engage and work with us a community!

There are plenty of other examples of on-going ill-treatment to our community but I will spare you these details for now as the above incident should provide enough evidence that things are seriously out of control with the Grenfell Tower Improvement Works.

We would like our MP to continue to recognise that our on-going complaints against the TMO and Rydon are legitimate and we are asking her to use her power and influence as a Member of Parliament to help us stop this kind of heartless abuse and to get the TMO/Rydon to treat us with respect and engage us with the Improvement Works. We would like to set a date for Lady Borwick to re-visit our Estate and speak with tenants and leaseholders and meet again with the TMO's, Peter Maddison. Please would you like to suggest some dates and times and we can take things from there?

We have taken our MP's advice and are in the process of formalising our group into a RA Compact and we hope to be formally constituted by the time we next see Lady Borwick.

Thank you for ensuring that Lady Borwick is brought up to date with the concerns contained in this email.

Kind regards,

Edward Daffarn

134 Grenfell Tower

From: Judith Blakeman

Date: Thursday, 3 September 2015 12:31

To: 'Peter Maddison', David Collins

Cc: <sjevans@kctmo.org.uk>, <cllr.atkinson@rbkc.gov.uk>

Subject: RE: Urgent Action Required

Dear Mr. Maddison

I have just been to visit the resident. She is [Ms. Maryam Adam, 14 Grenfell Tower](#)

The description of her circumstances is as described by Mr. Collins in his e-mail. [Ms. Adam](#) is disabled. She has just had her bath replaced with a shower as she was unable to use a bath owing to her disability. Unfortunately this means that the walls of her bathroom have been tiled, which will make it more complicated to put the HIU unit in the cupboard where the boiler was before.

As stated, her blinds rails have been damaged and not put back properly; she is very unhappy about the siting of the boiler unit and all the associated pipework, which she has been told is going to be left as it is. Her entrance hallway has had the ceiling lowered significantly and it is now rather oppressive. Her brother who visits her to offer support is tall and now bangs his head on the ceiling. One of her new windows does not close. I do not find this acceptable.

[Ms. Adam](#) speaks sufficient English but I think it would be very helpful if she were visited by an [REDACTED] speaking interpreter, ideally female, in company with someone from the TMO and/or Rydon.

Many thanks.

Cllr. Judith Blakeman

From: Peter Maddison [<mailto:pmaddison@kctmo.org.uk>]

Sent: 03 September 2015 09:56

To: 'David Collins'

Cc: Simon Lawrence; Janet Edwards; john.sweeney@parliament.uk; Robert Black; Siobhan Rumble; Samantha DeHaan; Claire Williams; councillor blakeman; cllr.r.atkinson@rbkc.gov.uk

Subject: RE: Urgent Action Required

Dear David

Thank you for your message.

Would you please let me have the contact details of this resident so we can investigate this matter?

Regards

Peter

Peter Maddison
Director of Assets and Regeneration



t: [REDACTED]
m: [REDACTED]

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

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From: David Collins [<mailto:david@future-conversations.com>]

Sent: 03 September 2015 09:37

To: councillor blakeman; cllr.r.atkinson@rbkc.gov.uk

Cc: Simon Lawrence; Peter Maddison; Janet Edwards; john.sweeney@parliament.uk; Robert Black; Siobhan Rumble; Samantha DeHaan; Tucker, Pilgrim; Claire Williams

Subject: Urgent Action Required

Dear Judith & Robert,

At our Grenfell Tower residents' meeting last night we had a woman join us half way through the meeting, looking very pale. When we asked her why she had come to our meeting she told us the following story; I have attempted to summarise the main points. She came to the meeting as she had seen our latest newsletter (attached) asking people to come talk to us if they had issues. As there are other people copied on this email I will not provide her address and name to all, but will forward that separately. She does not have email, but I have her mobile and flat number. She was extremely humble, quiet, and as you can read in her story she is vulnerable.

"I have many problems in my flat.

Rydon have made many appointments to come and carry out work in my flat, and they have not come to them, or let me know that they were not coming.

I have been making time to stay at home for Rydon, and they have continually not come when they said they would.

They took my curtains down for 9 days. They broke my curtain rail.

For a period of two weeks they kept saying, "We are coming tomorrow", but they did not come. I kept phoning them but they did not answer my calls. I talked to their Managers about this, but got no response.

As a result of Rydon working in my home over this period my gas and electric bills have risen. I live here on my own. Normally by joint bill is never more than £70 for 3 months, the last bill was £117. I have received a red bill notice. I

asked TMO if they would pay some of the charge, they agreed, but (did not catch what was said here). I do not even use heating.

I have a health problem. I have never used the heating in my flat before because of my health. It is dangerous for me to get hot. I have to have my windows open, even in the winter, with no heating on because of my health condition. I am really worried about what is going to happen with new windows and this new heating system.

TMO only told me about the other works, other than the windows.

They have put a heating system in my hallway, there is no room in my flat any more, it makes everything cramped. I would like it moved.

They told me everything would take 2 weeks. What happened is I couldn't use the toilet for 3 months, the loo for four days. I had to visit a friend in Shepherds Bush to use their toilet and bathroom. I had no drinking water in the flat during the night.

It would be good if your newsletter came out in another language that just English, as all the notices come out in English"

She continued to talk of other problems, but we didn't have time to capture it all. The details recorded in the email do not seem to quite capture her situation – most people in our meeting were moved to silence. I told her I would forward her details to Councillors Blakeman and Atkinson. Please could you contact her?

The reason I have copied others on this email is because it highlights (for me and us) what has happened in this area of Kensington & Chelsea as a result of the lack of effective engagement and dialogue between TMO and the community, by the TMO not listening immediately to our concerns in March 2015 and proceeding with a tactic of refusing to engage with the community, and the ongoing and continued lack of response and investigation in to reports of people people feeling they have been harassed, threatened or poorly taken care of during the improvement works (and beyond). In my opinion, it is imperative we act on these three things immediately.

I am convinced this woman's story is simply one example of others we have not yet heard. When we knocked the doors of people in Grenfell Tower earlier this year, we met other people who were not getting taken care of and who were not able to speak up for themselves. I have met at least two other women in the last three weeks who want to speak about their problems, but have not yet made it to the Councillors surgery or to the point of formalising what they want to say (one came to the door but didn't come in – she is scared of losing her tenancy).

I cannot get to the bottom of all these cases; but we must. We do not accept that people are impacted in such a way whilst we try to "improve" things, or that nothing should be done to find out if there are more people who have experienced completely avoidable hardships this past six to twelve months. And given the personal experiences we have and hear we do not accept there is any notion of the improvement works currently being "good enough".

Yours,

David Collins

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