

Dulce De Oliveira

From: Peter Maddison
Sent: 30 November 2015 14:17
To: 'Judith Blakeman'; Complaints
Cc: Sacha Jevans
Subject: RE: Mrs. F. Neda, 205 Grenfell Tower, Lancaster West, W11
Attachments: Cllr Blakeman 30.11.15.docx

Dear Cllr Blakeman

Please find attached a response that I drafted to the various issues you have raised with me by e-mail over the weekend.

We discussed these issues when Sacha and I met you on 30th October. I am afraid that the attached correspondence did not get forwarded to you while I was on Jury Service. Please accept my apologies.

I will investigate the issue you have raised relating to Betty Kasote, 41 Grenfell Tower and will respond in due course.

Yours sincerely

Peter Maddison

Peter Maddison
Director of Assets and Regeneration



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

Before printing, please think about the environment

From: Judith Blakeman [mailto:[REDACTED]]
Sent: 29 November 2015 19:39
To: Complaints
Cc: Peter Maddison; Sacha Jevans
Subject: FW: Mrs. F. Neda, 205 Grenfell Tower, Lancaster West, W11

Dear Complaints

I have not as yet had a substantive 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: Cllr.Blakeman@rbkc.gov.uk [mailto:Cllr.Blakeman@rbkc.gov.uk]
Sent: 27 August 2015 13:46
To: pmaddison@kctmo.org.uk
Cc: sjevens@kctmo.org.uk
Subject: Mrs. F. Neda, 205 Grenfell Tower, Lancaster West, W11

Dear Mr. Maddison

You have asked for more information from residents who feel that they are not being treated with respect by Rydon's over the refurbishment of their homes. I am therefore writing here with one example and would welcome your involvement in resolving this family's issues. Mrs. Neda has an appointment for her HIU installation on 1 September but she is reluctant at the moment to allow Rydon's into her home.

Firstly, they have insisted that the unit must be installed in her hallway, although she is aware that the kitchen is now an option and she would prefer to have it in the kitchen. Because Rydon have insisted on the hallway, they have not explained to her how the installation in the kitchen will work, nor how annual access for the gas check will be achieved. She was also told that she cannot have it in the kitchen because it will mean moving the light in her bathroom and this is impractical.

She has other concerns. Three weeks ago there was a bad leak of water coming through the ceiling of her son's bedroom from the flat above. This may or may not be as a result of works being done to that flat in connection with the refurbishment. However, the outcome is that the plaster is falling off the ceiling. She has asked Rydon when this will be repaired. Rydon advised her that this was a matter for the TMO and not for them. When she raised it with the TMO she was told it was for Rydon to address. So here is a stalemate and in the meantime the problem is not being addressed.

She also says that the landing outside her flat is never properly cleaned at the end of each working day.

When Rydon's installed the new windows in her flat, they did not clear up afterwards and did not move her heavy furniture back into place. When she cleaned the new windows she discovered that much of the glass is scratched and four of the ventilation points in one window are broken. When she explained all this to Rydon's she was told that they would not be able to fix these problems.

Because the new windows are smaller than the previous windows, her blinds no longer fit and cannot be put back into place. She has raised this with Ms. Prentice at Rydon's, who advised that she would have to ask the TMO for replacement blinds, saying that it is not a matter for Rydon. In the meantime she was required – against her will – to sign a form that signed off the window installations. She felt that she was pressurised to do this and had no choice but to sign the form against her will.

This raises a point of general concern. I am told by residents that at the beginning of the consultations about the refurbishment there had been a conversation with the TMO about compensation for damage and new furnishings such as blinds or curtains. However, this conversation was not continued. A number of residents are asking about this issue and the TMO needs to continue engagement with them about this matter.

Mrs. Neda's final point was to advise me that she has a degenerative muscle condition, which is getting much worse because of the stress and [REDACTED] she is suffering as a result of the unresolved refurbishment issues in her flat. She cannot work in her job as [REDACTED] at the moment because of her [REDACTED] and the exacerbation of her muscle problems. Consequently

she is at home all day and is very concerned that Rydon will not do a good job in her flat when they come on 1 September to install the boiler.

Mrs. Neda needs to be treated sensitively and with understanding. I am therefore writing to enquire what arrangements can be put in place to ensure that Mrs. Neda has the works done to her satisfaction, that the HIU will be installed in the kitchen, that the damage previously identified will be rectified and that she can be confident that her flat will be improved after the works. At the moment she says that she is desperate for a move from Grenfell Tower, although she tells me that she loves her flat.

I would be grateful if someone can investigate this matter, as you advised would happen as and when you are provided with more detail.

Please keep me updated on this case.

Many thanks.

Cllr. Judith Blakeman

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.

14 Grenfell Tower - Ms Adan

We visited Ms Adan in her home to discuss the issues raised.

We have discussed the curtain / blinds issue with Ms Adan and have asked her what she would like us to do to resolve the matter. Ms Adan has agreed to give this some thought and come back to us.

The defect with the new windows has been resolved.

We have given advice on the management of Ms Adan's electricity bill. Rydon use cordless power tools and have not used any electricity in Ms Adan's home.

The disruption to Ms Adan's bathroom relates to the adaptation of the room to meet her specific needs. This work was not part of the Rydon contract and was completed by Repairs Direct. Ms Adan did not have full use of her bathroom for the period of the refurbishment. However, water and toilet facilities were reinstated at the end of each day. However, we recognise the disruption this caused to Ms Adan and discussed the matter with her when we visited.

44 Grenfell – Ms Turufat

We cannot give a written undertaking that the works to her flat will take no more than the promised 5 days. We will, of course complete the works as quickly as possible. We could, however, give an assurance that the work to install the HIU in the hallway location could be completed in less than 5 working days.

92 Grenfell – Mr Barakat

At the meeting with Victoria Borwick and Grenfell residents in July we agreed the following:

- The KCTMO preferred and recommended location of the HIU is in the hallway.
- The immediate priority is to ensure that all residents have heating and hot water services as soon as possible. Where work has commenced on the hallway location, then this will be completed in that location.

This message has been reaffirmed at the Grenfell Compact meetings in September and October.

In relation to the possibility of hallway HIU's being moved to the kitchen at a later date we have agreed that, on completion of the works, we will be carrying out a resident satisfaction survey, part of which will be to establish whether residents are satisfied with the location of the HIU and to give them an opportunity to indicate whether they would be interested in it being relocated. When we are aware of the number of residents interested and the cost, we will review the situation.

I have written to Mr Barakat to confirm that in his case we will continue with the connection of the HIU in the hallway location.

Enquiries about Kitchen location for the HIU

The following properties are now in the programme for a kitchen HIU installation

- 192 Grenfell Tower - Ms. Jemal,
- 156 Grenfell Tower, Mr. Ahmed,
- 31 Grenfell Tower, Mr. Griffin,

Window Restrictors

The windows that have been installed at Grenfell Tower are very high quality aluminium windows with restrictors that have been tested to confirm they meet British Standards.

If any residents have concerns about the operation or function of the restrictors, they should contact Rydon's RLO's in the first instance and they will investigate.