
From: Complaints <complaints@kctmo.org.uk>
Sent: 11 May 2016 09:29
To: 'david@future-conversations.com'; [REDACTED]
Subject: Safety and Security at Grenfell Tower

Dear Mr Collins and Cllr Blakeman

Thank you for your comments which I understand Peter Maddison addressed in his email of 5th May 2016.

Your concerns were registered as an enquiry and not a complaint as you suggest. Our complaints procedure defines a complaint as 'An expression of dissatisfaction about a KCTMO service and not about commercial or contractual matters which fall outside the scope of our complaint policy. As a result, we are unable to escalate this matter through our formal complaints procedure; this includes a stage three review.

I appreciate this is not the response you were expecting.

Kind regards

Joanne Burke
Complaints Manager
t: [REDACTED]



w: www.kctmo.org.uk
a: Network Hub, 292a Kensal Road, London, W10 5BE
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From: David Collins [mailto:david@future-conversations.com]
Sent: 05 May 2016 20:23
To: Judith Blakeman; Peter Maddison
Cc: Complaints; Cllr.Blakeman@rbkc.gov.uk; cllr.r.atkinson@rbkc.gov.uk; Complaints_Dist2
Subject: ExternalRe: Complaint: Safety and Security at Grenfell Tower

Dear Cllr Blakeman,

Please could you expedite that Stage 3 process. I am not satisfied with the responses I have received. Mr Maddison has sent a message today, which I believe is over three months late, and I am not satisfied with the response either. I do not have time for these emails; a panel would be a meaningful step forward.

I am available on the morning of 19th May, the afternoon of 27th May, and the morning of 10th June.

Thanks,

David

From: Judith Blakeman [REDACTED]
Date: Monday, 2 May 2016 at 16:39
To: David Collins <david@future-conversations.com>, 'Peter Maddison' <pmaddison@kctmo.org.uk>
Cc: 'Complaints' <complaints@kctmo.org.uk>, <Cllr.Blakeman@rbkc.gov.uk>, <cllr.r.atkinson@rbkc.gov.uk>
Subject: RE: Complaint: Safety and Security at Grenfell Tower

Dear David

I think there is one final Stage 3 with the TMO, involving a meeting with a panel drawn from Board members, before it can go to the Housing Ombudsman.

Kind regards.

Judith

From: David Collins [<mailto:david@future-conversations.com>]
Sent: 02 May 2016 09:16
To: Peter Maddison
Cc: Complaints; <Cllr.Blakeman@rbkc.gov.uk>; <cllr.r.atkinson@rbkc.gov.uk>
Subject: Re: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison, the TMO Complaints procedure service and Cllrs,

It is now May and I am still awaiting a response to this stage 2 complaint. Please could you each respond to notify me of the next stage I can proceed to in escalating this complaint against the TMO, as this delay is unacceptable.

David

From: David Collins <david@future-conversations.com>
Date: Tuesday, 26 January 2016 at 13:42
To: Peter Maddison <pmaddison@kctmo.org.uk>
Cc: Complaints <complaints@kctmo.org.uk>, "<Cllr.Blakeman@rbkc.gov.uk>" <Cllr.Blakeman@rbkc.gov.uk>, "<cllr.r.atkinson@rbkc.gov.uk>" <cllr.r.atkinson@rbkc.gov.uk>
Subject: Re: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison,

Thank you for this report. Unfortunately it fails to deal with the issue.

Your consultant had carried out an analysis of the location of the HIU with respect to legislation and design standards. The consultant has not gone further to think about safer by design, or common sense. I have been working as a safety leadership consultant in the UK and overseas construction, oil and gas industry for over three years. During that time I have met people who have lost children and loved ones because a construction project was carried out to the existing standards, but those involved had failed to actually think through how people would use the things being built. In our situation, children in Grenfell Tower are banging their heads on HIUs in hallways - the standards are not sufficient to

deliver a safe solution. Sticking to the standards does not a safe solution make; that involves some common sense and some leadership.

As I have been asking since June/July 2015, please can assessment be made of how people actually use the space and the likelihood of injury or risk in the event of an emergency, irrespective of the standards.

Also, I am still awaiting a response on what is happening about flat(s) with HIUs directly above fuse boxes.

Please can I have a response to these real and urgent concerns? I wish these to be addressed under Stage Two of the complaints procedure, as there are still matters outstanding from the initial response.

Best Wishes,

David

Sent from my iPhone

On 21 Jan 2016, at 15:29, Peter Maddison <pmaddison@kctmo.org.uk> wrote:

Dear Mr Collins

Please find attached a further report from our Fire Safety Consultant relating to the location of the HIU in the one bed flats.

In addition to this, our Clerk of Works inspects all installations to confirm quality of work and compliance with technical requirements.

I trust this answers your question.

Yours sincerely

Peter Maddison


Director of Assets and Regeneration

<[image001.jpg](#)>

t:

m:

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

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

Sent: 11 December 2015 08:22

To: Peter Maddison; Complaints

Cc: <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk

Subject: Re: Complaint: Safety and Security at Grenfell Tower

Dear Peter,

Thank you for the report. It is much appreciated.

As for the claim you have never implied the HIU could be directly above the fuse box, I have heard that many times from TMO and Rydon people.

In the report your specialist states, "The units do not protrude out into the hallway, they are contained within the cupboard space/area off the hallway". This is not correct for a number of flats. Please could you ask your specialist to re-look at his report in that light.

In your response you do not comment on the safety of the HIUs being fitted directly above the fuse box. To clarify matters, please could you instruct your fire safety specialist to conclude on the safety of such a configuration, as he does not do so in his report.

If you would like me to investigate and report back to you on the flat(s) where the HIU is located above the fuse box (or to investigate and report back on other issues for you) then we would need to raise that as a commercial matter. My company could raise a proposal if you can raise a Purchase Order for the work – and I will check with the Compact about any conflict of interest. Otherwise, please could you ask your people to investigate, respond on the safety or otherwise of such a location, and report back.

Thank you for a copy of the report. I was very grateful to receive it. It is just a shame it was not shared sooner with the Grenfell Tower Compact, to build relationship and trust, or that it was not shared sooner to ensure it is accurate in its entirety.

There are many residents who remain concerned about the safety of the HIU location, so close to their door and their fuse box. Reading the report has given me more peace of mind about the matter, but even I remain cautious and skeptical about the real safety in the event of an unforeseen incident. I suggest the TMO find a way to communicate the safety of the installation to residents.

In summary:

1. Please ask your specialist to re-look at the report in the light of his statement on page 2 being inaccurate for some properties
2. Please ask your specialist to conclude on the safety of the configuration of the HIU directly above the fuse box
3. Please comment on the safety of the HIUs being fitted directly above the fuse box
4. If this location requires further investigation, please instruct your people to carry out such an investigation
5. Please reply with these responses to clarify the situation

Best Wishes,

David

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

Date: Tuesday, 8 December 2015 at 09:29

To: David Collins <david@future-conversations.com>, Complaints <complaints@kctmo.org.uk>

Cc: "<Cllr.Blakeman@rbkc.gov.uk>" <Cllr.Blakeman@rbkc.gov.uk>, "cllr.r.atkinson@rbkc.gov.uk" <cllr.r.atkinson@rbkc.gov.uk>

Subject: RE: Complaint: Safety and Security at Grenfell Tower

Dear Mr Collins

Building Control is an organisation that is independent of KCTMO that checks to confirm that work carried out meets necessary regulations. They have checked the installation of the HIU and confirmed that they are satisfied with our approach.

In addition to this, I have asked our Fire Safety consultant to review the installation. Attached is a copy of his report which confirms that no fire risk has been identified in relation to the location of the HIU in the hallway.

You state in your subsequent e-mail that "There is at least one home where the HIU has been located in the front doorway, directly above the fuse box. This was something I was told by TMO / Rydon could never be done, because it would be unsafe."

I would clarify that I have never said that the HIU would not, or could not be located directly above the fuse box because "it would be unsafe". However, if you would provide me with the address where the HIU has been positioned in this way, and I will arrange for a review by a suitably qualified person.

Yours sincerely


Peter Maddison
Director of Assets and Regeneration

<image001.jpg>

t:

m:

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

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

Sent: 03 December 2015 06:49

To: Complaints

Cc: Peter Maddison; <Cllr.Blakeman@rbkc.gov.uk>; cllr.r.atkinson@rbkc.gov.uk; Clare Dewing

Subject: Complaint: Safety and Security at Grenfell Tower

Dear Mr Maddison,

On Saturday 11th July 2015 you agreed in the presence of Councillor Blakeman and Atkinson, to commission an independent fire and safety investigation in to the risks of a HIU located in the hallway for both one and two bedroomed homes. As Chair of the Grenfell Tower Compact I know many residents have concerns about the location of a HIU so close to electrics and a fuse box, with both being located next to the only emergency exit from their home.

The promise made has been reneged upon; you have informed our Councillors and the Grenfell Tower Compact that Building Control will inspect the installations instead. This is not a satisfactory solution. An investigation (not an inspection) carried out by an independent organisation which specialises in fire and safety (which Building Control is not) was promised. Building control check for adherence to regulations, but are not guaranteed to assess if there is risk regardless of whether regulations have been met or not, whereas an independent safety specialist would. Only a full and proper investigation by independent specialists would provide clarity for all concerned. Irrespective of the argument, this is also simply a matter of keeping the initial promise.

I look forward to hearing when the independent investigation is going to happen. The Grenfell Tower Compact would also value being involved and consulted in the selection of the independent organisation, to help with the perception of the assessment being an independent one.

Yours sincerely,

David Collins

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<One BedGrenfell Tower HIUs Dec 2015.pdf>

Leighton House Museum

The Pre-Raphaelites on Paper: Victorian drawings from the Lanigan Collection on show until Sunday 29 May 2016

[Http://www.rbkc.gov.uk/laniganexhibition](http://www.rbkc.gov.uk/laniganexhibition)

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