
From: Dulce De Oliveira <doliveira@kctmo.org.uk>
Sent: 02 December 2015 13:00
To: [REDACTED] Claire Williams
Cc: Siobhan Rumble
Subject: Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT-Process reference 231088

Dear Councillor Blakeman

126 Grenfell Tower

Further to your email of 29 November 2015, I have done some investigation with Rydon, and respond as follows:

1 Background to installation and appointments

In terms of the appointments made for the boiler (HIU) installation, Ms Raihani had had a hand posted letter from myself dated 29 October 2015, and a letter hand posted by Siobhan Rumble's housing team dated 24 November 2015 about the 30 November 2015 appointment. I rung Ms Raihani on 27 November 2015 to ensure she was prepared for the 30 November 2015 appointment. I did confirm that Rydon were not able to remove the worktop, and that the 30 November 2015 appointment would be for a hall installation. Ms Raihani was aware of this as at their survey on 9 November 2015 Rydon had stated that they could not do a kitchen installation because of the worktop removal.

As I was speaking to Ms Raihani on 27 November 2015, she said she was prepared to get someone to remove the worktop herself. I suggested that if she could do this in time for the Monday 30th appointment this was great, but if not she needed to have a definite date this week that it was to be removed. I am not aware from your letter that Ms Raihani has made any arrangements for this at all.

In terms of why the worktop needs to be cut back, this is because the plumbing connections are at the back far corner of the service duct, at low level. The plumber has to physically access these connections, and then a new false wall is built in the duct (backing onto the wc) to support the HIU's weight. There is also a wall unit that needs to be removed to allow access, but Rydon report that Ms Raihani had no concern over this. The new doors that are formed are to provide future access to the HIU for maintenance.

In terms of worktop removal, this can be problematic as dependent on the way it was fitted, often the wall tiling immediately above can crack, and if elements are fitted to the worktop this means this may mean adjacent kitchen fittings suffer minor damage, i.e. warping or fixing holes being left. As you comment, the worktop is non-standard and expensive, so the worst thing that could

happen is that the kitchen units are damaged and the resident is left without a kitchen/ or that Rydon are asked to replace a whole kitchen. I have photographs showing that one drawer unit is already broken and the worktop has a gash on it. I believe the kitchen was fitted by the resident, and our repairs record shows that there have been several plumbing call outs, so we have no guarantee of the quality of the existing installation.

In conclusion, the resident's options are:

- 1) That the resident arranges removal of the worktop for a kitchen installation. This has to be at the soonest date as Rydon's plumbers last appointments are being booked, the only date left is 8am on 11 December 2015.
- 2) The property has a hallway HIU installation.

2 Compensation after flood

Rydon have been dealing with this direct. Rydon have the usual insurance procedure of requesting invoices/receipts and I was made aware yesterday that they had had some information via the local law centre.

3 Blinds

Rydon have made several arrangements to fit the living room blind, which they report the resident was not always able to keep. I understand they were given access to fit this blind on 1 December 2015.

Ms Raihani bought a new kitchen blind, which was too large and could not be fitted. This has since been cut back by the resident and it is now smaller. There is a kitchen unit stopping it being fitted to the window frame, and Rydon have cautioned the resident that they would not fit it to the ceiling as the decorative finish can contain asbestos. On this basis I understand that this blind has not been installed by Rydon.

4 Keys to the front door

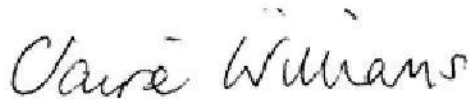
Rydon inform me they have never had any keys to this property. I am aware that during Ms Raihani's absence her daughter has been the keyholder. Rydon report that after the incident you

mention, Ms Raihani's daughter asked Rydon if any workmen had seen anyone going into the flat i.e. she was clear that they had no keys. I do not know who has provided a new lock and key, it is not showing on our computerised repairs system to date.

Finally, I hope this answers some of the questions raised. Rydon have found it hard to engage with Ms Raihani, with appointments made being either not kept or moved. They have been into her home several times.

I need Ms Raihani urgently to confirm which of the 2 options she chooses to go with, so that she can have her installation completed whilst Rydon's heating plumbers are still on site. I think that we need to be clear that our negotiations with this resident have been carried out over a period of many months and we need now to bring these to a satisfactory conclusion.

Yours sincerely



Claire Williams


Project Manager

cc: Siobhan Rumble, Neighbourhood Manager Lancaster West



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 Before printing, please think about the environment

From: Judith Blakeman [REDACTED]
Sent: 29 November 2015 17:56
To: Complaints
Cc: Claire Williams; [REDACTED]
Subject: Ms Aziza Raihani, 126 Grenfell Tower, Grenfell Road, W11 1QT
Importance: High

Dear Ms. Williams

Today I visited Ms. Raihani so that she could let me know of her problems with the current refurbishment programme.

You have told that her that operatives will be visiting on Monday (tomorrow) and that prior to their visit, it is expected that she should have cut off part of her kitchen worktop and taken down a wall cabinet. She was told that a letter had been sent to this effect although she has not received one. She was also told in discussions with you that she had Saturday and Sunday to find someone to do the work for her. Clearly this was not realistic and I have advised Ms. Raihani that she should not allow any works to be done tomorrow, pending a resolution of the issues that concern her.

I had a look at her kitchen and there is a very large space into which the new HIU can be installed. It is not clear why the worktop and wall unit have to be removed at all, since there appears to be plenty of room for the much smaller boiler. Similarly, it is also unclear why new doors will have to be fitted when the current doors to the old boiler unit are perfectly good and can easily be slotted back into position once the work is done.

Ms. Raihani's flat has also been badly damaged by a major leak from the flat above when the new unit and radiators were installed upstairs. This included completely destroying her new sound system, water seepage into the floors causing warping and tiles coming off the walls in the kitchen, bathroom and lavatory. The workers had also undertaken to refit her blinds after the windows were replaced, but this has not yet happened.

Finally and very seriously, one of the operatives took away her front door key. A couple of days later he attempted to enter the flat when Ms. Raihani's daughter was alone there. Fortunately the chain was across the door, but Ms. Raihani's daughter was very scared and had to call the police. I understand that a new lock and key have been provided, but this is the sort of incident that should never happen and which the TMO persistently denies has ever happened.

Ms. Raihani has asked

- that she is given sufficient formal notice of the date when the operatives will be installing the new HIU, together with a clear explanation of what works will be carried out and how
- that the works be done without requiring the worktop to be cut or the wall unit to be removed – but if this is absolutely necessary, then an operative should be tasked to carry out these works and appropriate compensation be made available. The worktop is not a standard size. It would be expensive to replace, will have to be specially ordered and will require specialist installation
- that all the other damage be repaired
- that she be fully compensated for the damage to her property
- that the blinds be refitted to her windows as promised; and

- that she and her daughter receive an apology for the stress that the builder's unannounced visit caused.

In the meantime, Ms. Raihani will not be allowing any works to be carried out to her flat. She has been told that if she does not permit the works to be done, suggested to her that action will be taken against her. Clearly, this will have to be the subject of a court order and, as that will be a time-consuming process, it would be far better to resolve these problems amicably so that early progress can be made.

I hope therefore that these matters can now be resolved satisfactorily and Ms. Raihani and I look forward to hearing from you.

Kind regards.

Cllr Judith Blakeman

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