
From: Judith Blakeman [REDACTED]
Sent: 29 January 2016 12:30
To: [REDACTED]
Subject: Cllr Blakeman Enquiry Response to various cases - 29.1.16

Dear Aziza

Can you please let me know if you are content with this reply to your concerns?

Kind regards.

Judith
Cllr Judith Blakeman

From: Peter Maddison [<mailto:pmaddison@kctmo.org.uk>]
Sent: 29 January 2016 10:13
To: 'Cllr.Blakeman@rbkc.gov.uk'
Cc: (T) Complaints
Subject: Cllr Blakeman Enquiry Response to various cases - 29.1.16

Dear Councillor Blakeman

I am writing in response to your emails sent on Friday 14th January.
Some of the issues that you have raised are new and others are updates on previous enquiries that we have responded to.

I would be grateful if you would clarify whether there are any further pieces of casework where you are awaiting a response, or would like a further update on a previous enquiry. Can I suggest that you meet with myself and Yvonne Birch to help us ensure that we consistently provide the information you require and that the monitoring arrangements of complaints and enquiries works effectively?

The following is an update on the issues you have raised.

Ms Raihani – 126 Grenfell Tower

Claim for Compensation– Rydon have made an offer of compensation to Ms Raihani relating to damage caused as a result of a flood from the flat above. An initial instalment has been paid, which Ms Raihani has accepted. A cheque has been raised for the balance and will be paid once Ms Raihani has signed to confirm that she is accepting this payment in full and final settlement of the matter.

Rydon have written to Ms Raihani to confirm the proposed full and final settlement. If there are further issues that Ms Raihani wants to include in this settlement, then she should raise them with Rydon in the first instance. If agreement cannot be reached with Rydon, then the matter should be raised with KCTMO through the complaints procedure, although the matter may be referred to our insurers or a loss adjuster, depending on the specifics of the issue. We will write to Ms Raihani to clarify this point.

Grouting to Kitchen Tiles: We have visited Ms Raihani and inspected the tiling in her kitchen. The grouting is a non-standard colour and we have agreed that we will make a payment to her to make this good.

Redecoration behind new radiators: Where the new radiator is smaller than the original, we offer two options:

1. The radiator is mounted on a painted backboard, or
2. Rydon will be pay a decorations allowance of £50

In this instance Ms Raihini has redecorated the area around her radiator and Rydon will pay a decorations allowance of £50.

Boxing of central heating pipework:

As you are aware, boxing of low level pipework is not included in the works. Low level pipework does not affect the location of furniture adjacent to it. The maximum temperature of the pipes within the flats will be at a maximum temperature of approximately 60 to 70 degrees centigrade. This temperature is not high enough to scorch fabric or furniture on contact as suggested and does not represent a health and safety hazard in normal use. We have inspected the piece of material that is alleged to have been scorched and do not consider that it is feasible that it was damaged by the heating pipes.

Redundant pipework: We do not cut back redundant pipes at floor level because a length of pipework is required to successfully cap the redundant pipes and most residents floor have floor finishes that fit neatly around those pipes and we do not want to disturb this. This has been the approach that we have shown residents in the show flat in advance of the works.

The remaining length of pipework is located directly below the new radiator and does not present a trip hazard. Our Clerk of Works has inspected the installation and confirms that the work has been carried out satisfactorily.

Redecoration to Bathroom ceiling: some repair work has been carried out to the bathroom ceiling by Repairs Direct to remove some asbestos containing material. Repairs Direct will make contact with Ms Raihini to gain access to complete the redecoration.

Please let me know if you would like any further information, or whether there are any other matters that you would like an update on.

Yours sincerely

Peter Maddison

Director of Assets and Regeneration

t: [REDACTED]

e: cimcgarry@kctmo.org.uk



w: www.kctmo.org.uk

a: 292a Kensal Road, London, W10 5BE

P Before printing, please think about the environment