
From: Turufat [REDACTED]
Sent: 29 January 2016 23:56
To: Blakeman
Subject: Fwd: 44 Grenfell tower

Dear Cllr Blakeman

Thank you for email, yes Rydon came last week and made appointment for the 8Feb to do the boxing by the ceiling and to finalised some decoration also TMO will send handyman on 01feb to look at the pipe in the bathroom also they agreed to replace the kitchen flooring, see below email and thanks you so much for everything.

Have a lovely weekend.

Kind regards

Turufat

Sent from my iPad

Begin forwarded message:

From: Maria Walker <mwalker@kctmo.org.uk>
Date: January 29, 2016 at 10:42:18 AM GMT
To: 'Turufat' [REDACTED]
Cc: John Griffin <jgriffin@kctmo.org.uk>
Subject: RE: 44 Grenfell tower

Dear Ms Yilman

Many thanks for your email, we have requested that samples are available on Monday so this should help speed things up.

Have a good weekend!

Kind regards

Maria

Maria Walker

Interim Repairs Manager

t: [REDACTED]

Email: mwalker@kctmo.org.uk

w: www.kctmo.org.uk

a: Kensington & Chelsea TMO, Unit A, 292 Kensal Road, London W10 5BE

Before printing, please think about the environment

-----Original Message-----

From: Turufat [REDACTED]
Sent: 28 January 2016 20:34
To: Maria Walker
Cc: John Griffin
Subject: Re: 44 Grenfell tower

Dear Maria

Thank you so much for taking your time and step in into this matter and I do really appreciate it.

I have replied John to confirm the appointment for Monday and would it be possible for John to have the sample of the vinyls (cream/ivory/white or very light) on Monday.

Many thanks in advance.

Kind regards

Turufat

Sent from my iPad

On Jan 28, 2016, at 10:58 AM, Maria Walker <mwalker@kctmo.org.uk> wrote:

Dear Ms Yilman,

Please let me introduce myself, my name is Maria Walker and I am the Repairs Manager at the TMO.

I have spoken to John Griffin about the repairs to your property and can see that there is an issue with the flooring in your kitchen. From what I have been told a Repairs Direct subcontractor carried out some work in your property and during this time you claimed that your flooring was damaged due to the fridge being moved. I have seen the photos and spoken to the Mainu who deals with Repairs Direct complaints.

As there is no conclusion or decision reached at this time I would like to suggest that we replace the vinyl flooring in the kitchen to speed things up for you.

John is visiting you to look at the dripping taps in the bathroom with a Repairs Direct supervisor & a plumber on Monday after 10:00am if that's convenient.

You can let him know what colour & design you would prefer for the new vinyl non slip flooring and samples can be delivered to you to choose from and an order raised to carry out work at your convenience.

If I can be of any further help please do not hesitate to contact me, the details are below.

Kind regards

Maria

Maria Walker
Interim Repairs Manager

t: [REDACTED]

Email: mwalker@kctmo.org.uk

w: www.kctmo.org.uk

a: Kensington & Chelsea TMO, Unit A, 292 Kensal Road, London W10 5BE

Before printing, please think about the environment

-----Original Message-----

From: John Griffin
Sent: 28 January 2016 09:15
To: Maria Walker
Subject: FW: 44 Grenfell tower

For info

-----Original Message-----

From: Turufat [REDACTED]
Sent: 27 January 2016 18:04
To: John Griffin
Subject: Re: 44 Grenfell tower

Dear John

Thank you for email.

Could you make for Monday the 01st of February AM visit, also could you please book the repairs direct to come on this day for the bathroom tap.

Please confirm the above both appointments.

Kind regards

Turufat

Sent from my iPad

On Jan 27, 2016, at 7:27 AM, John Griffin
<jgriffin@kctmo.org.uk> wrote:

Good morning Ms Yilman,

Thank you for getting back to me.

An order is placed on the system for the tap. This has been issued to Repairs Direct and not the Lancaster West Handyman. If you would prefer an appointment arranged by letter then I will ensure that this information is passed onto Repairs Direct.

I would like to return to your home with a supervisor if that is possible? I would like to look at the decoration again. Please let me know when this is convenient?

Maria Walker can be contacted on [REDACTED]

John Griffin

Maintenance Surveyor

t: [REDACTED] m: [REDACTED]

w: www.kctmo.org.uk

a: The Network Hub, 300 Kensal Road, London, W10 5BE

-----Original Message-----

From: Turufat [REDACTED]

Sent: 26 January 2016 19:32

To: John Griffin

Subject: 44 Grenfell tower

Dear John

Hope this email finds you well. I have got the voicemail today regards the bathroom tab.

I would like to let you know that I was not made aware of that the handyman would come to my home any day without appointment. For future, could TMO send me a letter or email with details so that we could set up date and time rather than just sending contractors.

Now Could I please rearrange for the handyman for the bathroom tap for Monday 01st of Feb or Tuesday the 2nd of Feb, if so please advise me time and date.

Re flooring, as per your left voicemail, I will call Mary Walker on [REDACTED] or please advise me the best contact number.

Waiting your reply.

Kind regards

Turufat

Sent from my iPad

This e-mail message has been scanned for
Viruses
and Content and cleared by MailMarshal

#####

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are

solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

This e-mail and all attachments is CONFIDENTIAL.
If received in error please delete it. The TMO monitors and records all e-mail that it sends and receives.
Unless stated explicitly, this message does NOT form a legally binding contract or agreement.

This e-mail message has been scanned for Viruses and Content and cleared by MailMarshal

#####

.
. .
.

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea

TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

*

This e-mail and all attachments is CONFIDENTIAL.

If received in error please delete it. The TMO monitors and records all e-mail that it sends and receives.

Unless stated explicitly, this message does NOT form a legally binding contract or agreement.

*

#####

This e-mail message has been scanned for Viruses and Content and cleared by MailMarshal

#####

.

.

.

DISCLAIMER:

This E-mail and any files transmitted with are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the System Administrator. This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email.

Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Kensington & Chelsea TMO Ltd. Finally, the recipient should check this email and any attachments for the presence of viruses. Kensington & Chelsea TMO Ltd accepts no liability for any damage caused by any Virus transmitted by this email.

This e-mail and all attachments is CONFIDENTIAL.

If received in error please delete it. The TMO monitors and records all e-mail that it sends and receives.

Unless stated explicitly, this message does NOT form a legally binding contract or agreement.

The London Mayoral and Assembly Elections take place on Thursday 5 May.

To have your say about issues that affect London make sure you are registered to vote, go to <http://www.gov.uk/register-to-vote>

To check if your name is on the register email elect@rbkc.gov.uk or telephone [REDACTED]

The Royal Borough of Kensington and Chelsea.

This e-mail may contain information which is confidential, legally privileged and/or copyright protected. This e-mail is intended for the addressee only. If you receive this in error, please contact the sender and delete the material from your computer.
