
From: Grenfell Tower Leaseholder's Association
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Sent: 18 November 2013 21:28
To: tcomplains@kctmo.org.uk; Robert Black
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maria.memoli@localgovernance.co.uk
Subject: RE: 100670 Mr Awoderu- GTLA- T-Complaints

Dear Joanne Burke,

Thank you for your email dated 12th November 2013. As you confirmed we quote, "this stage will involve your complaint being reviewed by a panel of people who have no previous involvement in your complaint. This will normally be the Chief Executive or a Director, a resident Board Member and a Council Appointed or Independent Board Member. The complaint will now be considered at our third and final stage, stage 3 with a panel, who have had no previous involvement, reviewing all relevant documentary evidence. We will endeavour to complete the review within 28 days".

The two paragraphs are in direct contradiction for the very simple fact that the Chief Executive or the Director of KCTMO are directly involved with the issues and concerns raised by the GTLA. According to GTLA, the independent panel does not have access to our all relevant documentary evidences to review and to come to a fair judgement in relation to our complaints. Thus we are

very much disappointed to learn that the complaint manager Ms Joanne Burke has already informed the vast array of the councillors that they are reviewing all the relevant documentary evidences and this not true.

We request the Chief Executive of KCTMO Mr Robert Black to give us an opportunity to submit our documentary evidences to the independent panel or the councillors for their fair review. We shall be very grateful if you could provide us the contact details of the panel or the councillors who will review all the relevant documentary evidences before they pass their judgement.

Best wishes

Tunde Awoderu
The Vice Chairman
The Grenfell Tower Leaseholder's Association

From: TComplaints@kctmo.org.uk
To: grenfellleaseholdersassociation@hotmail.co.uk
CC: rblack@kctmo.org.uk; jclifton@kctmo.org.uk; jseward@kctmo.org.uk
Date: Tue, 12 Nov 2013 11:09:58 +0000
Subject: RE: 100670 Mr Awoderu- GTLA- T-Complaints

Dear Mr Awoderu

I am disappointed to hear that you were unhappy with our response to your complaint. In view of this we have now escalated your complaint to stage three of our complaints procedure.

This stage will involve your complaint being reviewed by a panel of people who have had no previous involvement in your complaint. This will normally be the Chief Executive or a Director, a resident Board Member and a council appointed or independent Board member. You will receive details of their findings within 28 working days.

If for any reason we are unable to meet this target we will contact you and agree a new date on which you can expect an outcome.

Should you have any questions or concerns, you can contact me on [REDACTED] or email Complaints@kctmo.org.uk

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: Grenfell Tower Leaseholder's Association [mailto:grenfellleaseholdersassociation@hotmail.co.uk]

Sent: 09 November 2013 11:07

To: (T) Complaints; Robert Black

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Subject: RE: 100670 Mr Awoderu- GTLA- T-Complaints

Dear Mr Robert Black,

We write to you in reference to the email dated 14th October 2013 instead of Mr Peter Maddison due to the fact that he has joined the KCTMO early this year and our issues and concerns we submitted to the T-complaint procedure (stage Two) almost decade old complaints. We expect either you to deal with it and we are also very much exhausted to deal with Mr Daniel Wood and Janice Pretorius of homeownership department and their lack of commitment and arrogance to deal with our serious issues and concerns.

1. E-mail dated 6th August 2013

Lancaster West Estate Management Board it has long been known is expensive to run. It was highlighted in a 2009 report and it has been over four years now that the Council/KCTMO failed to implement the recommendations or take any action on the non-functional EMB until recently by the council. The uncertainty still remained that the EMB would again end up in wrong and incompetent hand. We are very much in favour of local advocacy but have to be unlike the non-functional and ineffective EMB. The total for both reception and security costs was £85,356.55. Out of that, £57,272 was for security/CCTV. The security provided at the EMB office at Grenfell Tower is not for the residents of either Grenfell Tower or the residents of LWE. With regards to the monitoring CCTV, our experiences are none of

the CCTV has ever worked for the past two decades. An example of this is that the culprits of the falling debris from Grenfell Tower and the rubbish dumped in the lifts were not identified, because of ineffective CCTV cameras. We have requested a breakdown cost of the £85,356.55, but it has never been justified by the TMO/EMB. We believe it is scandalous to charge such a big amount without understanding of how the TMO/EMB derived that figure. Could you please confirm whether our landlord RBKC authorised and agree with this £85,365.55 charges to the LWE?

The incompetent staffs at the so called reception are nothing but customer services for the sub-contractors of LWE. We the leaseholders never benefited from this service. The residents can easily liaise with the caretaker of the building, who has local knowledge instead of the incompetent reception staff and save thousands of pounds a year.

2. Relationship between Lancaster West Estate Management Board and KCTMO

According to the 2009 report, the Lancaster West Estate Management Board (LWEMB) existed before the TMO and is quite separate from the TMO. The LWEMB is expensive to run as it has its own staff, budgets etc.

The Royal Borough of Kensington & Chelsea Tenant Management Organisation Ltd and the Lancaster West Estate Management Ltd are quite separate and both are limited companies. The EMB is for and by the people of LWE according to the RBKC, but none of the EMB employees were from the LWE.

Anti-social elements at Grenfell Tower

The anti-social element are on the rise at Grenfell Tower and many incidents reported over the years by the residents of Grenfell Tower to the KCTMO/EMB has failed to deal with the problems and they are all well documented.

3. Heating and hot water system

The heating and hot water system at Grenfell Tower is problematic and dangerous. It is well documented and acknowledged by the councillors and the council as well as the EMB before the TMO existed. It was first reported as far back as the year 2000. The scrutiny committee undertook a detailed review of these problems around 2007. We have been paying excessively high utility charges in fact almost double the charges levied at the nearby estate, as heating remains on throughout the summer. We had extensive communication with the Assistant Director of Home ownerships Mr Daniel Wood, but on every occasion our issues and concerns were not properly addressed. We find it utterly shocking that our complaints were rejected, "Under the KCTMO complaints procedures, we will not consider anything that happened over a year ago, unless you have only recently become aware of the situation. Therefore we are unable to respond to the matter of the works undertaken in 2006 as part of your complaint".

Our main focus following the complaints procedure is to highlight the standard of services provided in the past for many decades by the KCTMO/EMB was extremely unreasonable and unacceptable according to our leasehold agreement. We have informed them that standard of services and the unreasonableness of service charges under the leasehold agreement on a regular basis, but the KCTMO/EMB failed miserably and as a consequence we have had to bear the hefty service charges. We have endured countless interruptions of running water supply and undue suffering going back decades.

There may be a gas meter for the main boiler and for the LWE but our question was there is no meter for Grenfell Tower or at least had not worked since 2000. It was highlighted by the Chairperson of the EMB at the stakeholders meeting dated 29th November 2011 to Mr Daniel Wood. But on every occasion he failed

to address any issues raised by the GTLA. It has serious implications not to have a meter for the heating and hot water. A family of two has been paying for the family of 10 and it has been going on for decades. How on earth this could be seen as reasonable under any circumstances in this day and age?

	FY2011-12	Share FY2011-12	FY2012-13	Share FY2012-13
Maint, Heating, Ventilation & P S	63,632.17	132.29	67,083.76	139.47
Heating-electrical	9,826.24	20.43	10,015.08	20.82
Heating- Gas	322,608.08	670.70	403,682.19	839.63
Boiler repairs	2,316.79	4.82	1,746.23	3.63
Total	398,383.28	828.24	482,527.26	1,003.55

Heating –Gas increased by 25% within a year $81,074.11/322608.08 \times 100 = 25\%$. How can this be possible and this is a continuation for the past two decades. Please note that 2012-2013 were the longest summer since record began and there is something fundamentally wrong as to how the heating and hot water bills were calculated for the past 13 years.

4. Refurbishment of Grenfell Tower

The KCTMO has messed up the planning application many times to prolong the GTRP and we quote newsletter dated September 2013 Budget “The Budget of £9.7m for the scheme has been secured and confirmed. This includes fees (consultations and planning/building regulations approvals etc.) as well as the works”. Could you please confirm and provide information on how much the KCTMO have spent on consultations, legal, consultants, architect and management fees etc?

We agree with you and it is logical to consult the residents and the stakeholders of LWE on design, but it is not so much about the colour of the cladding and window that must be left to the designer if KCTMO want the KALC project to complement the GTRP. There has been more consultation on the design of GTRP than KALC project when in fact the KCTMO have messed up the planning application 7 times.

It appears that this is the first time the replacement of window, cladding and heating and hot water system has taken in RBKC under KCTMO. But in fact some of the surrounding buildings have been installed with double glazing window, individually controlled heating and hot water system.

See the below extract from the minutes of the TMO Meeting - Held on 21st March 2013. There was no mention of the complexity of the GTRP project, but there was only expressed regret at the delay of this project. We believe that Mr Peter Maddison was hired to prolong the project not to deliver the project on time, so that management, consultation and legal fees could be escalated.

“Grenfell Tower: there was regret at the delay on this project, and it was queried who was leading on the project. Confirmation was given by Peter Maddison that he was negotiating with Leadbitters on the way forward.”

We strongly believe that and it is appropriate to setup independent auditor funded by the council and with a local stakeholder’s involvement to monitor expenditure of the funding £9.7m for the GTRP by the KCTMO.

Management and consultancy fees fort GTRP

According to KCTMO newsletter “The budget of £9.7m for the scheme has been secured and confirmed. This includes fees (Consultants and planning/Building regulations approvals etc) As well as the work”. We have learned that so far KCTMO has spent half a million pounds on GTRP and could you please provide copy of the invoices and the explanation as to how you spent this money and GTRP project has not even began. What is going on?

5. 30th April 2010 fire broke out at Grenfell Tower

For the past two years we have been requesting a copy of the fire brigade recommendation and report to the KCTMO/EMB about the fire, but Mr Peter Maddison recently stated that KCTMO never received any recommendation or fire brigade report. We find this unacceptable and conclusive proof how incompetent the KCTMO are as a tenant led organisation. How lightly KCTMO/EMB takes in terms of when it's come to health and safety issues and concerns?

According to the KCTMO Risk Assessment for Grenfell Tower by Carl Stoke on 20th November 2012, we quote from page 6 "As far as it is known having asked the person named above, there have been no fires in the building with-in the 2 years, there was a minor arson incident in **JULY 2010**, nobody was hurt and there was only minimal damage to the floor covering on a flat/lift lobby area. There are no known problems with false alarms from the commercial fire alarm system in the common parts of the residential areas or the office areas or from the domestic detectors in individual dwellings".

We the Grenfell Tower leaseholder's Association would like to have copies of the following reports in relation to the fire on **JULY 2010**.

- **Date, day and time in July 2010 the fire broke out.**
- **Supervisor accident reports**
- **Safety representative's accident report**
- **Minutes of the relevant health and safety committee meetings**
- **Instruction or recommendations made the KCTMO/EMB**
- **All reports, conclusions or recommendations following an enquiry or investigation into the accidents.**

6. Cleaning

The bird mess reported by Mr Keith Mott almost two years ago as of today has not been resolved and is still there.

7. Estate Garden Maintenance: Why estate garden maintenance for the amounts of £43,123.20 appeared on estimated service charges accounts for the year 13-14 when since KALC project began in October 2012 all of the Estate Garden disappeared from Lancaster Green forever. The Lancaster Green no longer a Lancaster Green but KALC project. What is going on?

8. Grenfell Tower power surge and damaged appliances and £200 good will gesture for the residents of GT

We believe that the £200 so called good will gesture is insult to injury. We would request that you provide us with copies of the following documents:

- Copies of any report(s) prepared by KCTMO, any electricians, any agents, or any other persons or organisations in relation to the investigation and ultimate resolution of the power surge issue.
- Copies of the last inspection of the electrical installations within Grenfell Tower including any related documents, reports, meeting minutes, emails, or any correspondence discussing this matter.
- Copies of the latest IET report for our property which should have occurred within the last ten years, or following the last property void before I moved in – whichever is sooner.

- Copies of any other documentation, reports, meeting minutes, emails, or any correspondence which relate directly or indirectly to the electrical and power surge issues at Grenfell Tower.
- Copies of any reports, meeting minutes, emails, or correspondence during which the matter was discussed.
- Notes, including meeting minutes if appropriate, from any briefing sessions with any persons or organisations at which this matter was discussed.
- Details of any additional inspections or instructions given to any organisation or performed by any persons or organisations following the major incident which occurred on 29th May.
- Any other documentation, reports, emails, or correspondence which may be relevant to this power surge issue in any way whatsoever.
- Investigative reports conducted by the Zurich Municipal to confirm that KCTMO has not been negligent or has not breached a statutory duty and that this caused injury or loss.

Upon receipts of the above information details of our individual claim will be submitted to you.

According to Peter Maddison the Director of Asset and regeneration of KCTMO ***"There was no smoke; it was in fact steam caused by water from a leak dropped on to something hot in the flat below"***. What a joke? Could you please confirm that according to the KCTMO/EMB the residents appliance did not explode and smoke did not come out from their appliances due to power surges.

Four days before the major power surges a letter from Ms Siobhan Rumble **dated 24th May 2013** we quote "We have not yet been able to identify the cause of the possible power surges experienced by some residents ;(Not to mention 50% of the residents) however we have carried out electrical safety inspections to the communal supply to ensure the safety of residents".

If KCTMO has ensured the safety of the residents then why on earth four days later residents appliances were blown up and smoke were coming out from the appliances due to the severe power surges. The KCTMO/EMB neither secured the power surges in the building nor taken our health and safety concern seriously instead our health and safety has been seriously compromised.

According to Neighbourhood Manager Lancaster West **dated 24th May 2013** again we quote "In addition metering equipment has been installed on site (not temporary surge protection), which will provide us with details of any further surges to Grenfell Tower. This information will enable us to identify the cause of these issues and agree necessary works".

The power surges first reported by us **dated 11th May 2013** and according to Mr Peter Maddison and Kiran Singh power surge summary notes dated 23rd August 2013 we quote ***"Assurance that the power surges will not happen again: Confirmation was given that the faulty electrical connection was renewed completely and a surge protection device has been installed at the base of the tower, which will stop any future external power surges"***

"Are all electrical tests up-to-date and are RGE a competent contractor:

All statutory tests have been carried out to the communal supply at Grenfell Tower by the TMO's appointed contractor RGE who are qualified to carry out all works to current British standards. RGE are managed by the contract Management Team within the TMO. To clarify, the power surge issues were not caused by a leak from the boiler"

The letter from Laura Johnson the Director of Housing dated 27th August 2013 to Cllr Blakeman ref: Grenfell Tower Petition July we quote from page 2 ***"Zurich found that it was not foreseeable that power surges would occur, given that all required electrical inspections had been carried out in accordance with statutory requirements. Once the TMO was aware of the electrical issues, it was found to have acted appropriately, working with UK Power Networks and the TMO's contractors to identify and resolve any issues"***.

Mr Tom Silverlock from UK power networks already has already explained to the estate manager long before the major power surges on 29th May 2013 at Grenfell Tower that the power surge was nothing to do them. We believe the above mentions are direct contradiction.

Grenfell action group posted blogs dated 10th June 2013 we quote "When action was finally taken, shutting the supply down on 18th May to inspect and repair the system, electrical engineers failed to

identify any problem. How could this be? Even the dogs in the street knew by this time that the Grenfell Tower power supply was in a highly volatile and dangerous state.

This begs the serious question as to why the TMO/RGE/EMB/COUNCIL had not installed a temporary surge protection device in the first place. RGE waited until the 23rd August 2013 to install the surge protection device when it should be routine practice for them under any events. Do you want us to believe that resident health and safety had not been compromised? We strongly demand the health and safety executive must immediately review this whole saga. Until then, we cannot rest and do not feel secure in our own home. We want an independent opinion on this incident to draw a line on this once and for all. We request the recipients of this email to take note of this because the KCTMO does not only managed the LWE but every social housing stock in RBKC. It is in everybody's interest to learn from this incident at GT.

The TMO/RGE/EMB did not acted appropriately when the power surges were first identified despite working closely with UK power Networks and the TMO's electrical contractors to resolve any issues according to current British Standard. So the catastrophic power surges could easily be avoided which took placed on 29th May 2013 and as result destroyed some of the residents everything electronic and electric appliances and £200 so call good will gesture were insult to injury for them. We strongly believe the KCTMO/EMB/COUNCIL has been negligence or has breached a statutory duty and that this caused us injury or loss.

Could you please provide copy of the investigative report on Grenfell Tower power surges in May 2013 conducted by the Council's own insurer Zurich municipal without further delay?

Leaseholders have been paying building insurance towards the insurers OCASO £363 to cover incidents such a thunder and lightning not against power surges. The odd thing is something that the TMO ensure covered for lightning but not for power surges. When we send emails to a vast array of the councillors, the intention is for them to bear witness of the sheer volume of unreasonableness, unacceptable standard of services provided by their managing agents. Yet the council as a regulator has done little to protect the residents of LWE. We believe that we have kept the vast array of the councillors well informed of the seriousness of the issues and concern we have been facing day in day out. The KCTMO completely and utterly ignored us and it has ramifications in due course.

Mistreatment of power surge victims and lack of compensation has ensured permanent damage in the hearts of residents. The TMO/EMB have gone against the 2009 report where the first recommendation was that respect and trust were the key to building a good relationship as a tenant led organisation with the residents.

Again we believe that Mr Peter Maddison who has joined KCTMO in January this year, has a lack of knowledge and is unlike his predecessor Mr Mark Anderson who has spent quite some time with our estate and with GTLA and was familiar with our day to day issues and concerns. Why he was suddenly moved from his position remain a mystery to us.

We demand KCTMO to arrange refund to the leasehold interest of Grenfell Tower without further delay. The entitlements are due to unreasonableness and unacceptable service charges incurred and sometime without proper documentation and authorisation of our landlord RBKC for going back decade for the following items of the service charges. If we don't receive a refund within 20 days we would like our complaint to the stage three processes and reviewed by the independent adjudicator and we would like our representative to attend such a meeting and we would expect minutes of the meeting and reports as well.

- Concierge(CCTV/security/Reception
- Repairs to Building- Health and safety
- Internal Communal Repairs
- Lift Repair/Maintenance
- Contract Cleaning & Estate Contact cleaning
- Estate Garden Maintenance Heating- Gas- Electrical, Ventilation & Pump system
- Boiler Repairs

We wait to hear from you as a matter of urgency.

Tunde Awoderu
The Vice Chairman
The Grenfell Tower Leaseholder's Association

From: TComplaints@kctmo.org.uk

To: grenfellleaseholdersassociation@hotmail.co.uk; pmaddison@kctmo.org.uk

Date: Mon, 14 Oct 2013 17:01:28 +0100

Subject: Grenfell Tower Leaseholders Association

Dear Mr Awoderu

Stage Two Complaint

Thank you for your e-mail dated 29th September 2013. In your email you challenge the application of the Complaints Procedure in relation to events that happened over a year ago. I have reviewed the Stage One response in relation to matters that happened more than a year ago. This policy was applied in relation to two issues raised in your complaint:

- Email correspondence between Keith Mott and Adelola Dairo in 2010: You have not specified how this correspondence relates to your complaint. Furthermore, correspondence acknowledges that the issue of bird faeces raised was resolved at that time.
- The Fire Brigade report into the 2010 fire: no report was received by KCTMO from the Fire Brigade in relation to this matter.

I consider that Joanne Burke's, Complaint Manager response was a correct application of the KCTMO Complaints Policy and having reviewed the detail of the issues where this policy was applied, I do not consider that it has had an impact on the outcome of the complaint. I therefore do not uphold your complaint on this matter.

You have not specified issues which you feel have not been properly addressed in the Stage One response. I have reviewed the Stage One response and, given the evidence provided to date, I would confirm that I agree with Joanne Burke's decision not to uphold your complaint.


If there are specific issues that you consider have not been correctly addressed in the Stage One response, I would ask you to provide the details and I will give this matter further consideration. Please provide this information within 20 working days. If I do not receive this information by Monday 11th November 2013, your complaint will be closed.

Yours sincerely

Peter Maddison
Director of Assets and Regeneration


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292a Kensal Road, London W10 5BE

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