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**From:** andrea newton [REDACTED]  
**Sent:** 29 March 2016 12:39  
**To:** david@future-conversations.com; [REDACTED]  
**Cc:** dllr.blakeman@rbkc.gov.uk  
**Subject:** Re: MrXXX of Grenfell Tower

Hi

Just to let you know I'm working in Devon this week. The building purposefully doesn't have phone and wifi signal (teenagers writing retreat). Will check in when I can.

The Endless list of mismanagement and disrepair is something I would like to be involved in addressing. After the statistics shown in the ARB report it seems 95% or 99% of repairs are dealt with successfully (90 something, which is ridiculous).

I asked how we could inspect this data, Kiran Singh is looking into that.

I am recruiting for a panel of residents to test the new system for reporting repairs, also to give feedback on their experience so far.

I prefer people that have had issues. Please give suggestions

Andrea

Sent from [Outlook Mobile](#)

On Mon, Mar 28, 2016 at 8:49 AM -0700, "David Collins" <[david@future-conversations.com](mailto:david@future-conversations.com)> wrote:

Yes, I suspect a consolidated list of issues is an essential part of having people get it (an insight in to the real problem that is).

It's the thing which has gotten a response before (our MP, from the scrutiny committee, etc).

The real work of the TMO, or an independent investigator, or the scrutiny committee ought to be to investigate matters to find out how bad things really are.

Or we have to do it ourselves.

Sent from my iPhone

On 28 Mar 2016, at 16:41, Judith Blakeman [REDACTED] wrote:

Dear Andrea

David has sent me other stuff happening this weekend that I have also sent on to Complaints, Mr. Black and Mr. Maddison. A collated exercise would be extremely helpful.

Kind regards.

Judith

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**From:** andrea newton [REDACTED]  
**Sent:** 28 March 2016 15:00  
**To:** David Collins; [dlr.blakeman@rbkc.gov.uk](mailto:dlr.blakeman@rbkc.gov.uk)  
**Subject:** Re: MrXXX of Grenfell Tower

hi

I just saw this email, I am sooooo HAPPY that these repair issues are being addressed. There needs to be some kind of disciplinary action taken to highlight TMO RD failings in this case.

Well done David and Judith

There are a number of longstanding disrepair issues happening on our estate and I think we should collate them.

I had a non functioning toilet for nearly two years.

I was in a position to use a bucket of water to fill the cistern to flush it manually, but this is not always the case for other residents

andrea

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**From:** David Collins <[david@future-conversations.com](mailto:david@future-conversations.com)>  
**Sent:** 23 March 2016 18:35  
**To:** Edward Daffarn; William Thompson; Marcio Gomes; hanan wahabi; Turufat; anton  
**Cc:** andrea newton; Clare Dewing  
**Subject:** FW: MrXXX of Grenfell Tower

Sending in confidence; this concerns an individual resident whose situation I asked Cllr Blakeman to intervene with.

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**From:** Judith Blakeman [REDACTED]  
**Date:** Wednesday, 23 March 2016 at 09:21  
**To:** David Collins <[david@future-conversations.com](mailto:david@future-conversations.com)>  
**Subject:** FW: Mr of Grenfell Tower

Amazing. I am going to use this as a case study to find out how the TMO deals with residents who are illiterate – whether in English or any other language. Coincidentally I had another case of a lone male tenant in his 70s who is illiterate and was also having problems getting repairs addressed, although in his instance, his grandchildren come once a week to read any correspondence to him.

Judith

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**From:** Complaints [<mailto:complaints@kctmo.org.uk>]  
**Sent:** 23 March 2016 08:31  
**To:** Judith Blakeman ([Cllr.Blakeman@rbkc.gov.uk](mailto:Cllr.Blakeman@rbkc.gov.uk))  
**Subject:** Mr of Grenfell Tower

Dear Cllr Blakeman

Ref: 248229

Thank you for your enquiry dated the 9<sup>th</sup> March 2016 concerning issues that our resident Mr of Grenfell Tower had reported to you.

- Leaking tap that took time to resolve
- Holes in the living room wall
- Damp
- The bathroom being 'condemned'
- Meeting with our Planned Surveyor

I have investigated the repairs history for Mr 's property and can see that there was an order to fix a leaking kitchen tap in 2013. This order was closed down as there was a 'no access' at the time.

After that the only orders show that a leak from the bath in his property was affecting the flat below and this was resolved at the time late 2015.

Since receiving your enquiry Repairs Direct has attended and inspected the property with Mr, we have raised an order 201564651 which includes:

- ❖ Renewal of the bath including any missing tiles.
- ❖ Renewal of wash hand basin
- ❖ Replacement of the WC seat ( this is a resident responsibility but being done as Mr is disabled)
- ❖ Renewal of flooring in the bathroom with non slip flooring.
- ❖ Renewal of plasterboard to the living room
- ❖ Stripping of wallpaper and redecoration (painting) of living room
- ❖ Renewal of plasterboard to the hallway
- ❖ Redecoration (painting) of hallway
- ❖ Renewal of sink unit to the kitchen

I am able to confirm that this order has been passed to Repairs Direct and Mr is being contacted today to arrange a convenient appointment to commence works.

We have also raised an inspection order for our condensation & mould specialists to look at any condensation issues that might be causing the mould problem, we have contacted Mr and arranged an inspection for the 31<sup>st</sup> March pm after which they will send us a report & provide recommendations.

We had raised an order on the 9<sup>th</sup> March to urgently treat the mould while works were being arranged. Repairs Direct attended on the 15<sup>th</sup> March but works were refused as Mr 'did not want works completed as other works were required'. We are happy to book this in again with Mr if he is agreeable.

I have contacted our Planned Surveyor who Mr met initially on the 22<sup>nd</sup> Feb 2016, she then alerted us to the leak issue causing the damp problem which was a leaking pipe in the kitchen, a new sink unit has also been ordered included in the list above.

We cannot find any reports that the bathroom was 'condemned' in Oct 2013 but works have been agreed to include this in the order above.



I spoke to Mr today and advised him of the works planned and he was pleased with the outcome. We will monitor the works to completion & sign off the works once completed to Mr's satisfaction.

I hope this answers your queries for Mr but if there is anything further I can help with please let me know.

Kind regards

*Maria*

**Maria Walker**  
**Interim Repairs Manager**

t: [REDACTED]

Email: [mwalker@kctmo.org.uk](mailto:mwalker@kctmo.org.uk)

<image001.jpg>

w: [www.kctmo.org.uk](http://www.kctmo.org.uk)

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

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